

Opioid Maintenance Treatment (OMT) dose delivery during COVID-19 isolation or quarantine: Information for agents

You have been nominated by a patient to act as their agent. This will involve collecting and delivering doses of opioid maintenance treatment to a person's place of residence while they are in isolation or quarantine for COVID-19. You must be 18 years of age or older to act as an agent.

Tips to keep you healthy

Being an agent is an important role and it is vital that you look after your own health.

- Practice good hand hygiene. This means washing your hands with soap and water or sanitiser regularly. You should wash your hands before and after collecting and delivering the doses.
- Remember to maintain social distancing. This means less contact between you and other people — the more space between you and others, the harder it is for the virus to spread.
- When delivering doses of OMT, do not come into direct contact with the person you are delivering to. You should remain at least 2m away, and do not directly pass any objects between you and the person. We will provide you with detailed verbal and printed instructions regarding dose collection and delivery.
- If you become unwell in any way or are in direct close contact with someone suspected of having COVID-19, please stay home and seek medical care. Your health is our highest priority. We will find an alternative agent to support the OMT client you've been delivering to.

What happens when I collect a dose?

The medications used in OMT are 'Controlled Drugs'. This means they are highly potent, and dangerous if used inappropriately, or by someone they are not prescribed for. As a result, there is very careful accountability regarding the doses being delivered.

1. The clinic or pharmacy will ask you to sign a form every time you collect doses. You will be asked to verify the types of medication collected, and the specific number of doses. Please check carefully to ensure you are collecting the correct number of doses for the right person before signing.
2. By signing the paperwork, you will be committing to delivering the correct medication to the correct person on the same day. You must keep the doses in your possession at all times until you deliver them and keep the doses in your sight until they are collected.

3. You should phone the intended person prior to delivery and confirm their name and address. You should place the delivery at the door of the address, and step back to a safe distance, remaining in sight of the doses.
4. Once doses are delivered and you have observed (from a safe distance) the client taking them into the residence, you must sign the dose delivery form and send it to the pharmacy/clinic using an agreed method e.g. text or email.
5. If there is no response from the client at the address, try to contact the client by phone. If there is no response after a reasonable period, you will need to collect the dose and return it back to the pharmacy/clinic. You must not leave any doses unattended.
6. If a dose goes missing for any reason, you must notify ACT Policing on 132 444 and the pharmacy/clinic where you collected the doses.

A procedure is provided with this information sheet which details what to do when collecting and delivering doses.

What if I don't want to be an agent?

You can withdraw from being an agent for any reason, anytime. Please notify the collection point for the relevant doses as early as possible so they can make alternative arrangements.

Accessibility

If you have difficulty reading a standard printed document and would like an alternative format, please phone 13 22 81.



If English is not your first language and you need the Translating and Interpreting Service (TIS), please call 13 14 50.

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