

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

Process for taking OMT Medication while in isolation or quarantine

If you have been advised that you must self-isolate or quarantine during the COVID-19 outbreak, your OMT is an essential medication that you still need to access at home.

1. Contact your doctor via phone and let them know you've been isolated or quarantined.

- It is important that you ring your doctor as soon as you find it is necessary to quarantine, as you cannot go back to dose as usual at your normal dosing point. If you have difficulty in contacting your doctor, ring your pharmacist or nurse to immediately initiate communication with your doctor
- Your doctor will need to do an assessment of your situation and your OMT dosing requirements and may need to do paperwork to adjust your prescription so your doses can be delivered from the pharmacy/clinic to your home address.
- They will let you know the number of doses that will be authorised to be delivered to you at home at any one time. You will need to confirm the address where you will be quarantined.

2. Identify someone you would like to nominate to collect and deliver your doses (this is known as an 'agent')

A number of options are available to deliver your doses including:

- A family member or friend over the age of 18 who is not subject to isolation or quarantine. We highly recommend nominating one person that you trust, who can collect doses for you and deliver them to your address on a regular basis. Ask that person if they're willing to deliver these doses for you. This person will become your 'agent'.
- An ACT Government-funded third party can collect doses from the pharmacy or clinic on your behalf and deliver your doses to your address. They will be accompanied by a plain clothed security guard. In this case, the third party will be your nominated 'agent' and either your pharmacy/clinic or doctor will contact them on your behalf.
- If you are in residential rehabilitation or another therapeutic community, arrangements will be made with your treatment provider

3. Contact your dosing point (pharmacy or clinic)

- Let your pharmacist or nurse know that you have been isolated or quarantined and that you have been in touch with your doctor. They will also ask how many doses your doctor is authorising to be delivered to your home at a time and will get in touch with your doctor to confirm.
- Tell them who your preferred 'agent' is, and which address they should deliver to. If your agent is a family member or friend, the pharmacy will need to know that person's name, date of birth and contact phone number.

4. Acknowledge your rights and responsibilities outlined below:

Your pharmacist or nurse will ask you to acknowledge that you have read and understood these.

1. Your dose is an essential part of your healthcare, and you will be supported to make sure you receive it in a timely way.
2. You must follow Australian Government requirements when self-isolated or in quarantine, and not be in direct contact with other people.
3. You must not leave your address, except for approved medical visits, during the isolation or quarantine period.
4. Your doses will be delivered directly to your door. The 'agent' delivering your doses will call you to let you know your dose has arrived and then step away at least 2 meters from the door. They will remain in eyesight until you have collected the medication from your doorstep.
5. You must safely store doses in your home. This includes keeping them out of reach of children.
6. If your doses are not delivered on the day you expect them, you should first contact your agent to see whether the delivery is delayed. You must then notify your pharmacy or clinic.
7. If your agent does not deliver your doses, alternative arrangements will need to be made. If there are discrepancies between the number of doses your agent reports delivering, and you report receiving, delivery will be undertaken in future through the Government-funded third-party arrangement.
8. You must consume only the appropriate doses, on the dates provided on the medication label.

You must wash your hands thoroughly before and after bringing the doses into your home and consuming each dose as prescribed.

Accessibility

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



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