



COVID-19 home delivery to suspected / confirmed patient

This procedure is to be used when pharmacy staff are delivering to a patient with suspected / confirmed case of COVID-19. It is to be used in conjunction with pharmacy's regular Home Delivery Procedure.

QCPP pharmacies must ensure they adhere to their normal quality management system framework:

- P11F: Deliveries by Pharmacy Staff (excluding contractors)
- P11G: Selecting third party service provider policy

Delivers will only be for patients who have consented to the pharmacy's no-contact delivery process.

1. Deliveries to people with suspected / confirmed COVID19 must be highlighted to delivery staff e.g. by different packaging, tags/ clips, stapled notes
 - i. all transactions to be completed prior to delivery,
 - ii. **no money is to exchange hands**, cashless transactions are encouraged (e.g. eftpos prior to delivery; temporary accounts to be created),
 - iii. no paperwork is to exchange hands unnecessarily.
2. Delivery staff must ensure they have a surgical / protective masks, alcohol-based hand rub, and any other available protective equipment.
3. Upon arriving at address, delivery staff to phone patient and inform of arrival.
 - a. If patient doesn't appear to be home do not leave delivery, but leave a card in letterbox or safe space to say pharmacy has 'attempted delivery', but the items have been returned to the pharmacy, and a pharmacy contact phone number, name, time and date.
4. Package is left at an agreed place where the patient can collect.
5. Delivery staff must be able to visually confirm that the package has been collected. This is imperative for medications at high risk of misadventure and / or are environmentally sensitive (inclusive, but limited to, controlled drugs or temperature-sensitive items).
 - a. If possible, take a photograph of patient taking receipt of delivery.
6. Delivery driver should perform any necessary hand hygiene procedures.
7. Delivery staff should not at any point make physical contact with the patient or enter the patient's residence. And should remain at least 1.5m away from the patient at all times.
8. Update and record outcome of the delivery on the Deliveries Register as per normal Deliveries by Pharmacy Staff procedures (even if items are brought back to the pharmacy).



The Pharmacy
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CURRENT AS OF 24 MARCH 2020

N.B. When you, your staff or contractor/s are making deliveries please ensure that you have the correct insurance in place to cover all parties if an accident or property damage occurs.

Disclaimer

These Guidelines are to provide pharmacists with information to assist them in safely operating their pharmacy and meeting community needs during the COVID-10 pandemic. These Guidelines do not replace the need for pharmacists to exercise professional discretion and judgement and to comply with relevant laws and professional standards and codes. The Guidelines do not include detailed legislative requirements with regards pharmacy practice.