

14 April 2020

North West Region Lock down

Interim arrangements for outpatient medication supply

The NW Regional Hospital and the NW Private Hospital closures will require some interim arrangements to be put in place for outpatient medication supply. The following advice has been provided by the Executive Director of Hospital Pharmacy.

Please note that the Pharmacy Guild is determining what other interim measures may be available during this time, including supply via community pharmacies.

Due to the Government temporarily closing North West Regional Hospital (NWRH), all current inpatients are being relocated to the Mersey Community Hospital (MCH).

There are a significant number of patients who access ongoing outpatient medication supplies from NWRH (eg: Hospital-funded "TMAAC"- approved scripts, or Section 100 Highly Specialised Drugs).

Whilst the Hospital Pharmacy Executive are still working through the plans for pharmacy services during this time, members will no doubt be asked questions by your customers as to how they would access their usual hospital outpatient medications due to the hospital closure. So while this impacts most members on the NW Coast, it is prudent to ensure that all members are aware of these arrangements.

- As of Monday 6 April Hospital Pharmacy had commenced a Home Medication Delivery service for outpatients of the public hospitals, available state-wide. Any patient in the North West Region who requires their hospital script dispensed during the COVID-19 pandemic can phone or email their local hospital and ask for the medication to be delivered to them.
- The NWR Hospital is currently in the process of moving all outpatient repeats held on file to the Mersey Community Hospital, and redirecting the NWRH outpatient pharmacy phone line to the MCH.

From Wednesday this week (15 April) until the NWRH re-opens, all outpatient medications will be supplied through the MCH, with Launceston General Hospital acting as a backup if needed. For those pharmacies who normally get patient repeats dispensed at the hospital (eg. A TMAAC- approved medication that is usually included in a WebsterPak at the local community pharmacy), Tasmanian Hospital Pharmacy Services will deliver to the pharmacy, through a mix of local couriers and postal service.

If any hospital outpatients present a hospital-issued script at their local community pharmacy, and that script is not PBS-eligible, then please ensure that the patient contacts the hospital pharmacy outpatient phone number and they will be provided advice on whether the script is on formulary and if so how to send their script to the MCH Pharmacy for dispensing. **It is important to remember not dispense hospital issued prescriptions which are not PBS eligible as you will not be able to claim and will be out of pocket for medications dispensed.**

The phone numbers to give to patients are as follows:

- **Launceston General Hospital Pharmacy:**
Phone (03) 6777 6741 or email LGHPharmacyRepeats@ths.tas.gov.au
- **Mersey Community Hospital Pharmacy:**
Phone (03) 6478 5229 or email MCHPharmacyRepeats@ths.tas.gov.au
- **North West Regional Hospital Pharmacy:**
Phone (03) 6493 6280 or email NWRHPharmacyRepeats@ths.tas.gov.au
- **Royal Hobart Hospital Pharmacy (including Wellington Centre Hospital Pharmacy):**
Phone (03) 6166 0165 or email RHHPharmacyRepeats@ths.tas.gov.au

Members are asked to contact the Branch Director directly if they experience any issues with these interim arrangements. Email: monique.mackrill@guild.org.au Mobile: 0407 147 256