

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

### Process for taking OMT medication while testing positive for COVID-19

If you have tested positive to COVID-19, your OMT is an essential medication that you still need to access. You may personally collect your OMT medicine from a dosing point or nominate an agent to collect your medicine on your behalf.

#### *Collection by you*

You may personally collect your OMT medicine from a dosing point however, collection arrangements should be discussed, preferably over the phone, with the dosing point. The dosing point will advise you on how to practise [COVID smart behaviours](#) including wearing a mask, practising good hygiene and physical distancing.

#### *Collection by a nominated agent*

#### **1. Contact your doctor via phone if you wish to nominate an agent to collect and deliver your OMT medication**

- Ring your doctor if you have tested positive to COVID-19 and wish to nominate an agent to collect and deliver your OMT medication . If you have difficulty contacting your doctor, ring your pharmacist or nurse to 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 of where you will be living.

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

Options available to deliver your doses include:

- A family member or friend over the age of 18. 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 are willing to deliver these doses for you. This person will become your agent.
- arrangements with your treatment provider if you are in residential rehabilitation or another therapeutic community.

### 3. Contact your dosing point (pharmacy or clinic)

- Let your pharmacist or nurse know that you have been in touch with your doctor and have nominated an agent to collect and deliver your OMT on your behalf. 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. 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 confirm your name during the phone call. The agent should leave the OMT at the door and practise physical distancing while it is collected by you.
3. You must safely store doses in your home. This includes keeping them out of reach of children.
4. 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.
5. 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, an alternative agent will need to be identified.
6. You must consume only the appropriate doses, on the dates provided on the medication label.

#### 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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