Pharmacy and Patient Agreement

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| Your Name: |
| Pharmacy Name: |

Participating in the Opioid Treatment Program (OTP) means both pharmacist/pharmacy and patient agree to follow the program rules. Important information about your Opioid Dependence Treatment (ODT) is included separately, you should read this and discuss anything that is not clear with your pharmacist.

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| --- | --- |
| Responsibility of the pharmacist/pharmacy | Your responsibility |
| Administer ODT in a safe, confidential and culturally sensitive manner. Be prepared and ensure there is sufficient stock of ODT medicines.  Ensure ODT patients are treated the same as any person accessing prescriptions in the pharmacy. | Receive your ODT dose in the presence of the pharmacist.  Notify the pharmacist of any personal, cultural considerations or concerns regarding OTP service. |
| Treat patients with respect and use person-centred language when delivering OTP service. | Treat pharmacy staff with respect when accessing OTP service. |
| Provide clinical advice and care for safe ODT administration, take-away doses and storage.  Keep stock on hand of Take Home Naloxone and offer to all people accessing OTP.  Discuss any changes e.g. medicine, dose or brand, and ask the patient about their preferences. | Ensure any take-away doses are stored safely, out of sight, out of reach of children, and taken safely. Share relevant treatment information discussed with your prescriber and raise any challenges you have. |
| Inform patients and prescribers about changes to pharmacy practice hours or closures in advance. If this means the patient misses a dose, liaise with the prescriber and support alternate dosing arrangements. | Inform pharmacy staff if you are unable to attend a dosing day and be aware that missing multiple consecutive doses could mean restarting the program. |
| Support patients with individual needs and circumstances. *Such as pregnancy, travelling, missed doses, out of hours advice, prescription expiry reminders.* | Advise the pharmacist of any special or changed circumstances as soon as possible.  This may involve seeking advice from OTP support services (see below). |

Please remember, either party can choose to review this agreement or arrange for a change in dosing points at any time, but it's essential to communicate these changes clearly.  
  
I understand my rights and responsibilities as a patient receiving OTP service.

**Patient Signature:**   **Date:**

I understand my role and responsibilities as a health care professional delivering OTP service.

**Pharmacist Signature:**   **Date:**

**Please provide pharmacy contact information:**   
**For further advice about the OTP service:**

1. Talk to a peer at NUAA **1800 644 413** (Mon-Fri 9am-5:00pm) or email[peerline@nuaa.org.au](mailto:peerline@nuaa.org.au)2. Opioid Treatment Line **1800 642 428** (Mon-Fri 9am-5:30pm)  
3. Alcohol and Drug Information Service (ADIS) NSW **1800 250 015** (24 hours)

*If you or the pharmacist would like to add any further notes to this shared agreement, PTO and add your points.*

# Further information you may want to know about

1. ODT medicine and how you can take it

Your pharmacist may discuss in further detail the points listed in the table below:

|  |  |  |  |
| --- | --- | --- | --- |
| **Treatment plan** | **Directions for use** | **Side effects and risks** | **Activities to avoid if affected** |
| How often you will receive your dose  Dose adjustments  How OTP may affect other medications | Oral vs. Under the tongue  Long-acting injection | Drowsiness  Dental health  Constipation  Sexual health | Driving  Operating machinery  (check with your pharmacist if you have any concerns) |

* Your dose of ODT medicine will be provided for your consumption completely within the pharmacy. Unless you have been prescribed takeaway doses, your pharmacist will supervise the process. If you require support during the administration process, please inform your pharmacist.
* Methadone and buprenorphine are restricted substances that should not be used in ways other than prescribed or shared with anyone else. If this occurs, the pharmacist will discuss your treatment with you and your prescriber, about your suitability for treatment at the pharmacy.
* In some cases, you may not be able to receive your ODT medicine, e.g. if your prescription has expired. Your pharmacist can assist you with reminders to make an appointment with your prescriber before your prescription expires. You can also discuss reminder strategies with your pharmacist, such as labeling your takeaway doses with the prescription expiry date. However, it is your responsibility to make an appointment with your prescriber when you need a new prescription. Please let your pharmacist know about any dose adjustments or changes to your medication.

2. Your safety is our priority

* If you are under the influence of alcohol and/or other drugs, it may not be safe for you to receive your ODT medicine. Your pharmacist may need to consult with your prescriber in the interest of your safety. Your pharmacist will keep you updated about any changes to your treatment plan based on your current situation.
* If you have any concerns about your treatment, please speak to your pharmacist or prescriber immediately. It’s important to address any potential side effects or signs that your medication dosage may need to be changed.

3. What happens if you miss a dose or multiple doses?

* If you happen to miss your ODT dose, talk to your prescriber and pharmacist as soon as possible for the best course of action.
* If you miss a day’s dose, it means you will miss that day’s dose. Similarly, doses cannot be replaced for any reason such as vomiting without a specific signed written instruction from your prescriber. If you are feeling unwell when it is time to take your dose, talk to your pharmacist.
* If you miss your dose multiple times, it could impact how your treatment works. In such cases, you may need a dose adjustment or a review by your prescriber.
* If the pharmacy is unable to fulfil your dose for any reason, it is their responsibility to provide you with information on how to receive your dose from your Local Health District.

4. Your responsibility for takeaway doses

* Your prescriber will discuss your suitability for takeaway doses. The pharmacy can only provide takeaway doses when there is a signed written prescription from your prescriber.
* It is your responsibility to store the ODT medicine in a safe place out of reach of children, consume the takeaway dose as prescribed and dispose of packaging safely. For more medication storage advice: [Stop and think – Where are your meds?](https://static1.squarespace.com/static/61bc083a85af43143a2eb69a/t/62146aadd82c8e7d97fc4b7b/1645505230253/A1+Opioids+Poster+v5+B.pdf) When you have finished, please remove all the labels to ensure it cannot be identified by anyone. If your pharmacist is concerned about your takeaway doses, they will discuss with you and your prescriber for further review.
* You must never give your takeaway doses to anyone else because this is against the program rules and may have legal consequences. Serious harms can result if other people take ODT medicine prescribed for you.
* If you lose your takeaway dose, please speak to your prescriber and pharmacist on how to proceed.

5. Behaviour and respect

* Pharmacists and patients are expected to treat each other, other patients, and staff with respect. Acts of aggression or violence will not be tolerated and if this occurs, then ongoing treatment at the pharmacy may be reviewed. If required, the pharmacist will take reasonable care to refer you to a service that can help you continue treatment.
* The pharmacy team is committed to providing you with a safe, confidential, efficient and respectful service. If they fall short of these standards, you have the right to voice any concerns or difficulties. You can talk with the pharmacy owner, your prescriber, or your case manager. If you feel unsafe raising your concerns, please consider talking to a peer, at NUAA 1800 644 413 or email [peerline@nuaa.org.au](mailto:peerline@nuaa.org.au).

6. Communication about your health information

* Your pharmacist may need to access your health information as part of their role and responsibilities. This will help your pharmacist provide advice and ensure your treatment is safe.
* Pharmacists and pharmacy staff are required to follow the *Confidentiality Policy* to safeguard your health information. Sharing your health information with the treatment team is important to make treatment decisions that are right for you. Where possible, treatment decisions will be made after discussing them with you.

7. Payment information

* You are only required to pay a monthly co-payment for receiving the ODT medicine and OTP service, as this is an Australian Government subsidised program.

Regardless of how often you visit a pharmacy to receive a dose:

1. **Concession card holders**: concession price for each prescription (up to 28 days)
2. **Medicare card holders**: general price for each prescription (up to 28 days)

If you are on multiple strengths of buprenorphine, or if your dose changes, you may need to pay additional co-payments. Also, if you have a private ODT prescription (non-PBS) or are not eligible for Medicare, then a private dispensing fee is payable.

*Please note: OTP is included under Closing the Gap co-payment program.*

8. Receiving ODT doses at another community pharmacy

If you need to change your dosing arrangements, such as for travel, you might have to get your ODT medicine at another pharmacy for a short time. In these instances, it is important that you inform your pharmacist and prescriber with plenty of notice. The pharmacy team will help where possible, to make sure your transition is as smooth as possible.

9. Consumer resources about OTP

For additional information on travel, pregnancy, missed doses, or any other questions you can refer to the [Consumers’ Guide to the NSW Opioid Treatment Program.](https://static1.squarespace.com/static/61bc083a85af43143a2eb69a/t/6217358372a06b7fc3259bc2/1645688218846/Full+Guidelines++Final+061219+%28compressed%29.pdf) Please note that some information might not be up-to-date or applicable to your specific situation. If you have any questions, please consult your pharmacist or contact the OTP service helplines listed below.

10. For further advice about the OTP service

1. Talk to a peer at NUAA **1800 644 413** (Mon-Fri 9am-5:00pm) or email[peerline@nuaa.org.au](mailto:peerline@nuaa.org.au)2. Opioid Treatment Line **1800 642 428** (Mon-Fri 9am-5:30pm)  
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