



Safe Delivery of Medicines – Information for delivery staff

1. Collect the medications from the clinic. The delivery log will be completed with the name, address and phone number (if available) for the patients needing medications delivered. Each patient's medications will be in a sealed bag with their name on the outside.
2. Wear appropriate PPE as per instructions from the clinic.
3. When at the patient's house, leave the medications at
 - a. Gate if closed
 - b. Front door is safe and accessible, and knock
4. Return to the vehicle and toot the horn.
5. Wait a few minutes, then call the patient on the phone number provided.
6. Toot again if needed.
7. If after 5 minutes, the medications have not been collected by the patient or a family member, retrieve the medications and return them to the clinic.
8. If collected, record the collection on the delivery log, with the name of the patient or family member taking the medications
9. Once deliveries are completed, return the delivery log to the clinic or pharmacy for recording in patients health record.

Some patients will have refrigerated medications along with tablets. These medications will be given to you in an esky with a note on the bag that there is fridge stock also. It will also be noted on the delivery log. Don't forget to give patients all their medicines.

*****If patients request transport back to the clinic during medication deliveries, contact the clinic manager to discuss prior to transporting the patient*****

