

If a patient calls requesting a home delivery ask the following questions:

Do you normally have your medication delivered by us?	
YES <ul style="list-style-type: none"> ✓ Follow our usual procedure for delivery. ✓ Check if they can send a representative to collect instead this time? ✓ Explain we have had a large number of requests for deliveries and we are trying to prioritise our delivery service to those who have no one else to help them. 	NO See below
Are you self-isolating because you or someone in your house has symptoms of COVID-19?	
YES <ul style="list-style-type: none"> ✓ Check if they can send a representative to collect their prescription (see sending a representative section below) ✓ If they can't and need a delivery (see need a delivery section below) 	NO See below
Are you at home because of the advice to stay at home?	
YES <ul style="list-style-type: none"> ✓ Let them know they are allowed to leave their house to collect essential medication ✓ If they still don't want to collect themselves, ask them to send a representative to collect their prescription (see sending a representative section below) ✓ If they can't and need a delivery (see need a delivery section below) 	NO See below
Are you at home because you are in the 'shielding' cohort of patients?	
YES <ul style="list-style-type: none"> ✓ Confirm if they have been asked to self-isolate for 12 weeks via a letter from the NHS/GP/hospital consultant ✓ Confirm using the web version of SCR to see if the patient is flagged as being in the cohort. Record this on the patient's PMR (include date SCR checked) ✓ Check if they can send a representative to collect their medication (see sending a representative section below) ✓ If they can't and need a delivery (see needs a delivery section below) 	

If the patient is sending a representative, explain:

The representative can be a family member, friend, neighbour or carer.

They must let their representative know:

- ✓ how we are managing patients coming into the Pharmacy i.e social distancing, 1 in & 1 out
- ✓ our opening hours
- ✓ we prefer contactless payments if they pay for their prescriptions (or take payment over the phone)
- ✓ when their prescription will be ready for collection
- ✓ their representative will need to know their name and address. They will also need to bring ID if collecting a controlled drug.

If no representative is available, check if the patient is happy for a vetted volunteer to collect & deliver their meds and discuss options to recruit an appropriate volunteer with the patient.

If the patient needs a delivery:

- ✓ Ask them when they need the medication by?
- ✓ Do they pay for their prescriptions? If so, take a credit card payment over the phone.
- ✓ Confirm their address and check if there are any additional details about how to access their home and record on the bag label/PMR i.e. key safe code
- ✓ Explain when and how we will deliver i.e. leave on the doorstep and stand 2metres back.
- ✓ If they are in the shielding cohort they may be eligible for delivery under the advanced service if a representative/volunteer can't deliver and keep a separate log of deliveries made to these patients.