

AOTS 6. OST at a community pharmacy

For more information see *OST and You pp.22-25*

Things to be aware of when going to a community pharmacy

- You may need to provide some form of identification. AOTS sends a digital photo of you to the pharmacy so they can be sure they're dispensing the right dose to the right person. However, if you're not known to the pharmacist (it could be a locum or you're picking up from a pharmacy that's not your usual one) you may be asked to show some ID
- You need to remove your sunglasses because the pharmacist needs to assess you when you go to pick up and they can't do that if you're wearing sunnies
- Please ask anyone with you not to accompany you into the dispensing area
- You need to speak to the pharmacist after consuming your dose

If you're receiving buprenorphine you need to wait 2 to 10 minutes in the pharmacy for the tablet/s to dissolve under your tongue



- Leave used cups in the dispensing area
- Check that the caps on any takeaway methadone bottles are intact **before** you leave the pharmacy. Bottles can leak so keep them in an upright position. It's a good idea to put any takeaway bottle/s in a small zip-lock plastic bag (rather than a paper bag) in case you need to salvage any leakage
- One advantage of going to the pharmacy often is that if you are having trouble with side effects from your OST or you have other health issues that are worrying you, the pharmacist will be able to help or will know who you can talk to about it

Pharmacists and scripts

- Pharmacists are not able to make changes to your script without permission from the prescribing doctor. If you want something changed that can only be done if the prescriber has made that clear on the prescription. Otherwise a new script is needed
- Pharmacists are unable to replace lost, stolen or leaked doses and AOTS will only replace them in exceptional circumstances. See 'Replacement doses' in *OST and You p.24*
- Pharmacists cannot give you a dose if you are stoned/ intoxicated. For info on cancelled or withheld doses see *OST and You p.22-24*
- If you miss more than one dose or are regularly missing doses the pharmacist needs to let AOTS know. See *OST and You p.25*
- If the prescriber's instructions are unclear or seem to be incorrect the pharmacist must check with the prescriber before dispensing any medication. (For more details see *Information Sheet 7 Managing your scripts*)

Pharmacists in Auckland are instructed on the scripts **not** to dilute your dose/s as AOTS does not support the dilution of Biodone. (We are aware of this happening in other parts of the country.)

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If a pharmacist dilutes your dose/s **please let AOTS know.**

If you want to have your takeaway methadone diluted, you need to ask your prescriber to write 'dilute' with dilution volume or concentration on the script.

Receiving mail at the pharmacy

Occasionally your pharmacist will pass things on to you from AOTS, such as appointments and requests for lab tests.

Please follow the instructions given to you. If you are unclear about the instructions contact AOTS promptly. (NB. Although you might receive mail at your pharmacy, AOTS is still required by regulations to have your home address.)

pRogReSsioN the Consumer Team newsletter is also available at most pharmacies – ask your pharmacist for a copy. If your pharmacy doesn't have it available for you, contact the CADS Consumer Team who can send you a copy or pick one up from a CADS unit.



Problems

If you have a problem with your pharmacist or with your pharmacy arrangements contact your key worker or your GP if you're a Shared Care client.

You can also phone the Consumer Team on 09 815 5830 or call or text AOTS Consumer Liaison on 021 325 597

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