

# COVID-19 Care in the Community - Case Management in Pharmacy Operational Guide

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## Medication Delivery Service: Needle exchange

### **Eligibility Criteria:**

Needle exchange programme clients who are in COVID-19 mandatory isolation due to being COVID-19 *positive* or a *household contact* are eligible to have needle exchange supplies deliveries funded via:

- Medication delivery service.

Referrals for this service may come from:

- Prescriber via email or phone or noted on prescription.
- Welfare or other agencies such as Tihei Mauri Ora and the local hubs who provide support.
- Health Hawke's Bay.
- General Practice.
- DHB services.
- Client or whānau self-referral.

### **Background**

The New Zealand Needle Exchange Programme (NZNEP) is an essential service and will continue to operate at all levels under New Zealand's Covid 19 Protection Framework. Some NZNEP outlets may have reduced hours or have to close if staff have to isolate. Clients who are isolating can order equipment from the NZNEP online shop and have these couriered to them.

It is expected that pharmacies may receive requests for delivery of needle exchange supplies from clients who would prefer to use pharmacies as their service provider.

### **What is the process?**

Once a NZNEP pharmacy receives a request for needle exchange supplies from a client who is *required to isolate* due to being COVID-19 *positive*:

- Advise the client **not** to return any used supplies to the delivery driver. These can be dropped to the pharmacy once the client is no longer isolating.
- Package the supplies and attach the client's name and address.
- Utilise the pharmacy's usual delivery service to provide contactless delivery of the supplies.
- Claim for a Medication Delivery via the Halcyon online claiming system.

For those who are **not in COVID-19 isolation** and require supplies the following avenues are available:

1. Drugs and Health Development Project, 20A Dunlop Road, Onekawa Napier
  - Phone: 06 843 8725
  - Hours: 10am – 3pm
  - Electronic dispensing unit: 24 / 7
  - People can ring and ask for supplies to be posted / delivered to them
2. New Zealand Needle Exchange Programme Online Shop: <https://www.nznep.org.nz/>

**Tools available:**

- [NZNEP COVID-19 Information and Opening Hours](#)
- [NZNEP participating pharmacies list](#)
- [Patient fact sheet: COVID-19 Seeking medical help – when and how](#)
- [COVID-19: Infection prevention and control recommendations for health and disability care workers | Ministry of Health NZ](#)

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