

: A resource for patients and volunteers about COVID-19 home delivery of medicines

Dear Deirdre and Sarah,

During the current public health emergency, there will be a greatly increased need for medicines to be delivered to patients, particularly those who are cocooning.

The PSI – the pharmacy regulator is aware that there is a significant national effort taking place, led by Local Authority Community Response Fora, to support the vulnerable and older members of our communities in ensuring they continue to receive what they need to stay at home and to stay well.

The PSI and the HSE have published joint **guidance on home delivery of medicines** as an aid to volunteers, patients and pharmacy teams during the COVID-19 emergency efforts. This joint guidance is our contribution to help ensure the appropriate and safe supply of medicines is in place where there will be many volunteers, the Gardaí, An Post staff and others involved in making delivery of medicines happen.

I am aware that you are in regular contact with your members, and with many likely to be responding within their immediate and wider communities in support of COVID-19 related efforts, it may be useful to share this guidance with them (in full or part).

Section 1 outlines the procedure to be followed by volunteers when delivering medicines to vulnerable patients and **Section 3** has information to assist people who will be receiving medicines at home. The PSI has recommended that pharmacies provide this information to the volunteers who will engage with them, and to their patients who need to avail of a delivery service at this time. The aim is to give people:

- clarity about how the service will operate,
- clear expectations or requirements, where relevant, and
- assurance that medicines will be provided safely with as little contact with other people as possible.

It is also useful to know that in each pharmacy the supervising pharmacist is responsible for ensuring that the delivery of medicines to patients is carried out in a safe, organised and secure way. They must ensure patient confidentiality and the integrity of medicines through the delivery process, and they must ensure those volunteering to deliver are clear about their role. It is also very important that anyone with a question about their medicines and the use of them should get in contact with their pharmacist or doctor, so that they do not interrupt their treatment.

We understand that local and national information will be made available shortly about the Local Authority community supports so that everyone can understand how to avail of, and co-ordinate with, these services.

The PSI [website](#) is regularly updated with pharmacy and public health COVID-19 resources, and our staff operate a query service ([email](#) or phone 01 218 4000) for members of the public who may have questions about their treatment or care in a pharmacy.

If you have any questions about this email and the guidance shared, please let me know. We are happy to hear from you.

Wishing you the very best at this challenging time.

Louise Canavan
& on behalf of Niall Byrne, Registrar & Chief Officer

PSI –The Pharmacy Regulator / An Rialtóir Cógaisíochta
PSI House | Fenian Street | Dublin 2 | D02 TD72
T: +353 (0)1 218 4019 | M: 087 655 1482 | F: 01 283 7678