

Crosstown Clinic: Missed Days Protocol

Site Applicability

Crosstown Clinic

Practice Level

Basic: RN/RPN

Rph, RPhT

Need to Know

Use this protocol when

- When a client has been absent from the clinic for more than 96 hours follow Pre-Printed Order (PPO) written by most responsible prescriber.

Protocol

- The automatic absent report is printed off the Opiate Assisted Treatment (OAT) database every night at the end of the evening shift. The nurse highlights the clients who have been away for more than 96 hours. It is reviewed by the team daily at morning rounds. Pharmacy ceases dispensing of patient-specific syringes.
- The charge nurse (or delegate) is responsible for contacting the client when they have missed 1 day ([Appendix A. Absent list algorithm](#)).
- If a client returns within **96 hours**, continue with prescribed dose or as per prescriber's orders.
- If the client returns after **96 hours**:
 - If client has been receiving Opiate assisted treatment call or task Clinician for new orders
 - Check Pharmanet to confirm this, and phone RAAC to see if the client has received OAT there
 - If client has not received any Opiate assisted treatment follow "Missed Dose PPO" and increase each dose according to the Missed Dose PPO until the prescribed (or tolerated) dose is achieved (See PHC –PH778 and PHC-PH780).
 - Prior to the client entering the injection room, float and provision nurse adjusts the dose amount as per the PPO. Nurses must follow [B-00-13-19203](#) Medication Pre Waste Protocol.
 - The correct dosing amount is adjusted in the OAT database when the client's syringe is scanned.

- **If client does not have their own client-specific syringe available, refer to Wardstock Protocol.**
- When the client returns to clinic for care create a pop-up note in the OAT database to notify the nursing team that the client is on Missed days doses.
 - a. This note is read by the pre-assessment nurse when the client is in session. The pre-assessment nurse notifies the float nurse of the need for the dose adjustment.
- If a patient returns after being absent for **more than 10 days**, notify prescriber of patient's absence and request dose direction ([Appendix A. Absent list algorithm](#)).

Documentation

- Nurses will document dosing information in the OAT database.
- Nurses will document dose held/intolerance information and interventions in the EMR using the /ITCH or /ITCI template and notify most responsible prescriber.
- Nurses will document client contact and attempts to contact client in the EMR.

Client Education

- Clients will be informed of the missed days protocol.
- Clients will be informed that if they miss more than one day of treatment at the clinic due to an unplanned absence, the charge nurse will complete (or delegate) a wellness check.
- Clients will be informed that if they miss more than 96 hours that their dose will be reduced at their first visit back and titrated up during their next visits up to their prescribed dose as tolerated.

Related Documents

1. BC Centre on Substance Use [A guideline for the Clinical Management of Opioid use Disorder](#).
2. [B-00-13-10203: Medication Pre Waste Protocol](#)
3. Missed Days PPO PHC –PH778 and PHC-PH780

Persons/Groups Consulted:

Nursing group, Crosstown Clinic

Social Work, Crosstown Clinic

Patient Care Manager, Crosstown Clinic, Urban Health Program

Developed By:

Practice Consultant, Professional Practice

Clinical Coordinator, Crosstown Clinic

RN, CNL, Crosstown Clinic

This material has been prepared solely for use at Providence Health Care (PHC). PHC accepts no responsibility for use of this material by any person or organization not associated with PHC. A printed copy of this document may not reflect the current electronic version.

Nurse Educator, Urban Health Program

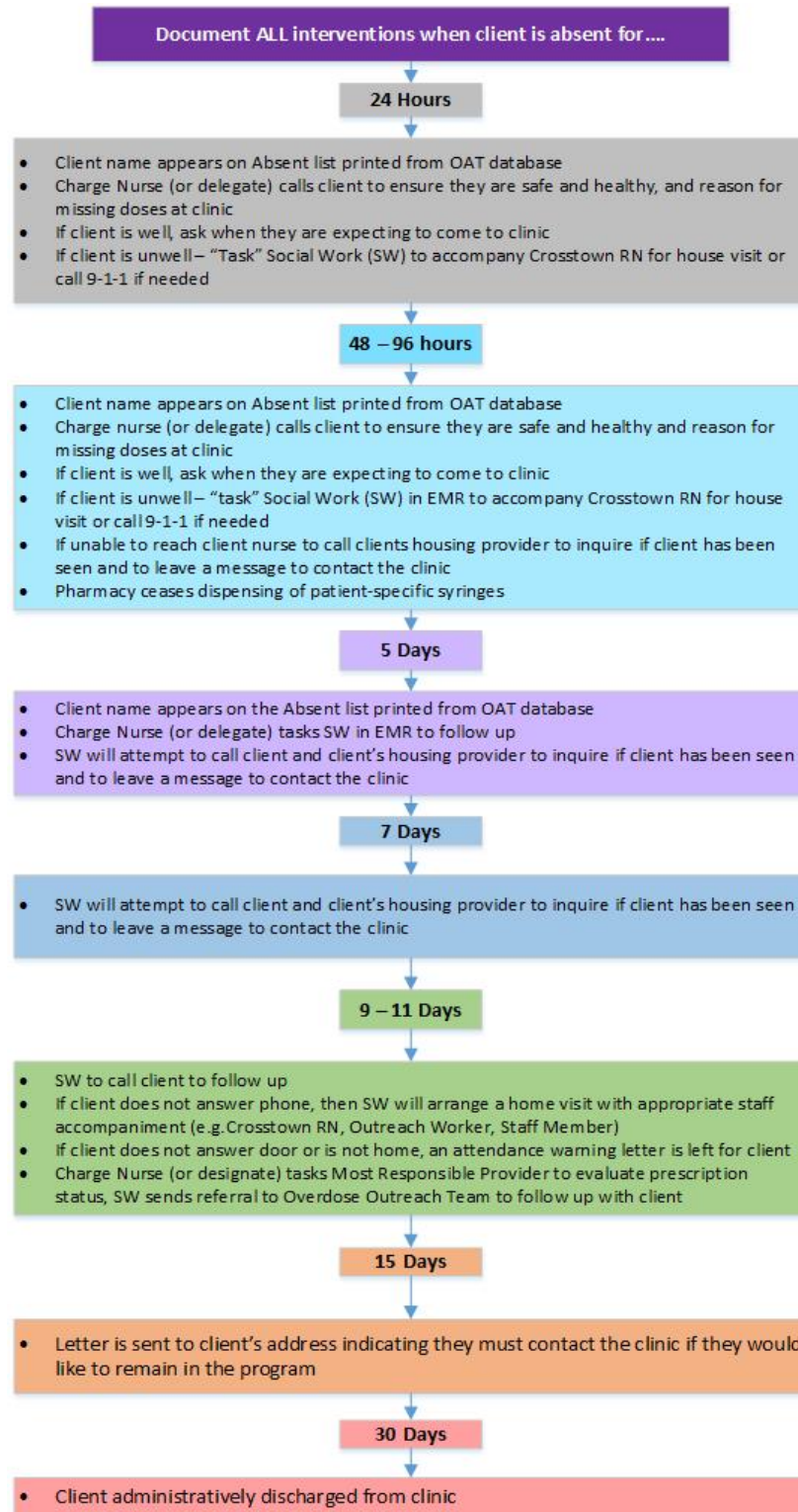
Charge Nurse, Crosstown Clinic

General Nurse Educator, Professional Practice

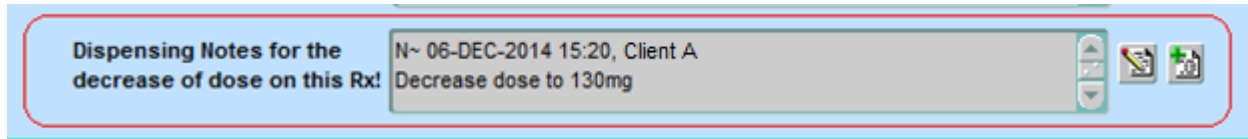
Revised by: Crosstown Clinic Supervisor, Pharmacy Coordinator, Lower Mainland Pharmacy Services

Effective Date:	07-NOV-2018
Posted Date:	16-SEP-2021
Last Revised:	16-SEP-2021
Last Reviewed:	
Approved By:	PHC
	Professional Practice Standards Committee
Owners	Urban Health

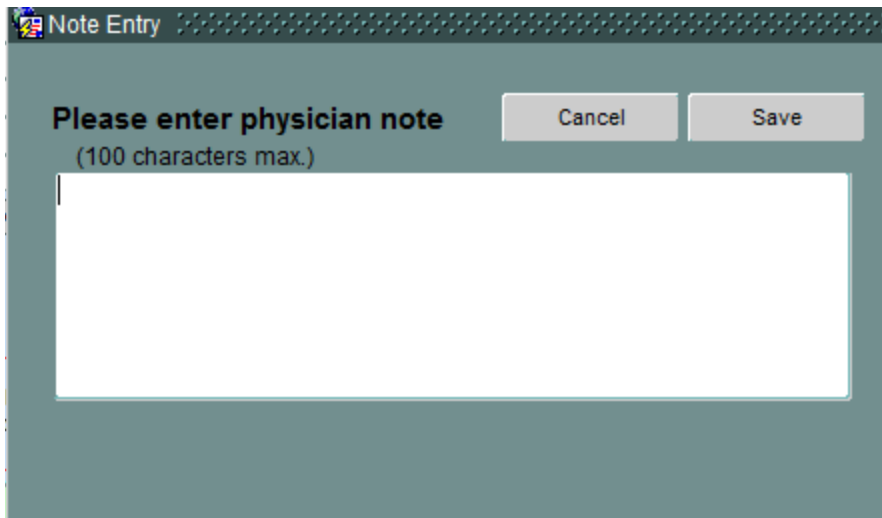
Appendix A: Absent List Algorithm



Appendix B: Creating a “dispensing” note pop up in OAT database



1. To enter dispensing notes, select the Rx
2. Click the add button beside the text box and type the notes into the pop-up box; to search the notes, click on the browse button and use the search button to find a keyword or physician name to reach the particular note.



3. To search the notes, click on the browse button and use the search button to find a keyword or physician name to reach the particular note
4. This note would be showing up during dispensing in the clinic
5. “Rx Dispensing Note History” is available under clinic and doctor’s menu