

Crosstown Clinic: Providing iOAT/OAT off Site

Site Applicability

Crosstown Clinic

Practice Level

Basic: RN/RPN

Need to Know

Crosstown clients who test positive for COVID-19 will be housed at Alternate Housing for COVID (e.g. OPUS Hotel), Supported Hotel or Client Home for their quarantine period. During this time, Crosstown nurses may supervise self-administration, administer, and/or dispense iOAT/OAT off site to clients. Nurses must always be accompanied by a second Crosstown staff member, a nurse or pharmacy staff member. Only in exceptional circumstances, a social worker or clinic assistant can accompany a Crosstown Nurse or Pharmacist.

Pharmacy is sharing the responsibility with nursing. Pharmacists can go on outreach without nursing as long as the client is able to self-inject, however it is preferable to have a staff member from pharmacy and a nurse go together. A pharmacy assistant can only play a supportive role, thus a regulated professional must be the lead (nurse or pharmacist).

Safety Considerations

- It is required that two staff are present for visits involving the delivery of Controlled Drugs and Substances.
- Staff must carry a phone and check in with the clinic regularly.
- When transporting Controlled Drugs and Substances, ensure the medication is concealed and not visible to the public. Use a vehicle to transport where possible.

Transportation of Controlled Substances

Relevant Subsection 56(1) Class Exemptions:

- For Nurses providing Health Care at a Community Health Facility
- For the Person in Charge of a Hospital and/or a Pharmacist who Supplies Controlled Substances to a Community Health Facility

Nurses must only transport and administer controlled substances when alternative options are not feasible, e.g. pharmacy delivery, and:

- To clients under their care (assigned to the nurse or their team);

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- When the substance is required for the condition for which the client is receiving treatment;
- Ordered/prescribed by a provider;
- Following the process outlined below.

Nurses are not legally permitted to assign or delegate transportation of controlled substances to unregulated care providers.

When transportation is carried out, Pharmacy will record what they prepare. If nurses prepare, they must record on the Narcotic and Controlled Drug Record the following information:

- Date and time of the receipt of the narcotic or controlled substance
- Drug name, quantity, strength per unit
- Name of the person who ordered the medication
- Name and signature of the nurse transporting the medication
- Name of the client who will receive the controlled substance and the signature of the second nurse/ pharmacy staff member

Equipment and Supplies

- Patient chart & pen
- PPE kit
 - Disposable gowns
 - Masks with visors
 - Gloves
 - Hand sanitizer
 - Shoe Covers
- Caviwipes
- Stericycle bucket with Medication denaturing substance
- Empty Sharps container
- IV and IM needles
- Naloxone kit x2
- All medications to be administered and dispensed in a locked container

Protocol

Medication Procedure

1. The transporting nurse verifies the MAR against the prescriber's orders for each client in quarantine that they will caring for. The nurse deals with any discrepancies found.
2. The transporting nurse verifies all medication for each client against the MAR. Any discrepancies are dealt with prior to leaving Crosstown.
3. If a dose needs to be reduced because the client is on the Missed Days protocol, prepare this prior to leaving the clinic. See [Crosstown Clinic: Missed Days Protocol](#)

4. The nurse ensures that all medication to be dispensed to clients in quarantine have a dispensing label that meets [British Columbia College of Nurses and Midwives' \(BCCNM\) dispensing standard](#) and [PHC's dispensing protocol](#).
 - The nurse verifies the client name, date, medication name, dosage, route, quantity, and directions for use against the prescriber's order.
5. Once the nurse has verified that everything is correct, the nurse will initial the dispensing label to indicate that they have checked the medication label against the prescriber's order and the medication is correct. The transporting nurse performs the count of all the narcotic and controlled substances with another clinician and signs the narcotic and controlled substances book then places all medication required to be administered or dispensed to the client(s) in quarantine in a locked container and in a bag ready for transport.

Pre-wasting or Wasting Narcotic and Controlled Substances

- See Crosstown: Medication Pre Waste Protocol
- Narcotics and Controlled Drugs: Wastage

Getting to Clients in Quarantine

Nurse and pharmacy staff member or two nurses will go on outreach together.

- If staffing does not allow for this, then a minimum of one nurse or one pharmacist and a secondary staff member must go for safety. Secondary staff members could include a pharmacy assistant, clinic assistant or social worker.
- If no pharmacy assistant, clinic assistant, or social worker available, call the COVID outreach team to see if a nurse can be prearranged.
- If none of these options are available, please look at sending two staff members during morning break and cancelling the 2:10 group for outreach purposes.
- Bag all of the medication (as per medication procedure above), equipment and supplies required.
- The nurse will take the Crosstown Outreach phone and use it to check in with the Charge Nurse while on outreach.
- Call a taxi and wait in the Hastings Street vestibule until it arrives. Go directly to the Opus Hotel/Client housing.
- Check in with the front desk and text the Crosstown Charge Nurse to indicate you have arrived at your location.
- Don PPE in the lobby of the hotel or client housing.

COVID-19 Precautions

- A mask and eye protection must be worn at all times, starting at the clinic up until returning. Gown and gloves are also required when interacting with clients. Full PPE should be donned prior to going to see the clients. .
- Perform a point of care risk assessment.
- Please refer to donning and doffing procedure documents in the client's chart.
- After all the medication has been administer and/or dispensed, the nurses and/or pharmacy staff will spot each other while doffing, and disposing of the PPE.

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- Once back at the clinic dispose of any unused medication.
- Clean all equipment. See [Cleaning and Disinfection of Equipment/Devices/Surfaces – Infection Control](#)

Providing iOAT/OAT

- A minimum of 2.5 hours between iOAT doses is needed.
- Pre-assess client using usual Crosstown criteria. A full 5 minutes is not necessary as long as the nurse determines the client has met assessment criteria.
Complete the pre-assessment and document. See [Crosstown Clinic: Client Flow and Assessment](#) for how to perform assessments and see [Appendix A](#) for the documentation tool to be utilized.
If the client is safe to have the dose, complete the 7 rights of medication administration and ensure 2-client identification prior to giving the client the syringe for self-administration.
If the client cannot self-administer, change the tip to an IM tip and give the dose via IM. (See [Crosstown Clinic: Care for Clients Who are Unable to Inject Independently](#))
If the client does not meet criteria for the dose, and needs medical attention please notify OPUS hotel staff to call COVID outreach team and/or 911 depending on client condition. Please also call prescriber on return to the clinic. iOAT dose must be wasted in de-naturing agent.
- Ask the client to re-cap the needle if it was self-administered
- Place used syringe in the sharps container.
- Provide OAT and other medication if ordered.
- Dispense any medication following the [Dispensing Medications \(Nurses\) guideline](#).
- Document all medication the nurse has supervised the client self-administer, administered, and or dispensed on the MAR
 - If pharmacy staff dispenses medications they will document on the CTC accountability log.

Returning to Crosstown

- After iOAT dose(s) are given, proceed to the doffing station at the hotel which is near the elevators at the OPUS. At other locations, doff when away from client's room and near a garbage receptacle
- Refer to doffing sequence document that is in the client chart. Nursing and Pharmacy staff should spot each other's doffing procedure.
- After doffing, please don new gloves and clean all equipment that will return to Crosstown.
- Once completed, call a cab and wait in a safe place for cab to arrive. Text Crosstown Charge Nurse that staff are moving to another location or have finished outreach and returning back to clinic

Client's Chart

For confidentiality, the client's chart must be monitored at all times

The following is to be included in the client's chart:

- Medication Administration Record, verified by nurse with medication order(s), with the client's full name and birthdate and allergies.

- CTC Accountability Log for pharmacy staff use
- Copy of the prescriber's orders.
- Blank prescriber's order page
- Pre/post Assessment Nurse documentation page
- A blank Interdisciplinary notes page

Documentation

- Use the principles of [Crosstown Clinic: Code Grey Downtime Procedure](#)
- Complete the pre-assessment and post-assessment document on the Pre/post Assessment Nurse documentation page
- Sign the Medication Administration Record for all meds administered, supervised self-administration, and dispensed.
- Document any medication wastage (see above)
- If a verbal order is required, follow the [Telephone and Verbal Order policy](#). Write on the blank prescriber's order page, read the order back to the prescriber, and transcribe onto the Medication Administration Record.
- Document any interventions or unusual outcomes on the Interdisciplinary notes.
- Once back at Crosstown Clinic, ask the Medical Office Assistant to scan the documentation into EMR.

In the client's health record:

- Date and time transportation was completed
- Drug name, quantity, strength, and route of medication administration
- Whether or not the medication was administered or dispensed to the client and where (setting)
- Names of the prescriber and nurse

Related Documents

1. BCCNNM dispensing standard
https://www.bccnp.ca/Standards/RN_NP/PracticeStandards/Pages/dispensing.aspx
2. [B-00-16-13004](#) - Cleaning and Disinfection of Equipment/Devices/Surfaces – Infection Control
3. [B-00-13-10215](#) - Crosstown Clinic: Care for Clients Who are Unable to Inject Independently
4. [B-00-13-10210](#) - Crosstown Clinic: Client Flow and Assessment
5. [B-00-13-10142](#) - Crosstown Clinic: Code Grey Downtime Procedure
6. [B-00-13-10203](#) - Crosstown: Medication Pre Waste Protocol
7. [B-00-13-10206](#) - Crosstown Clinic: Missed Days Protocol
8. [B-00-13-10167](#) - Dispensing Medications (Nurses)
9. [BD-00-07-40034](#) - Independent Double Check and Double Check of Medication

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10. [B-00-12-10123](#) - Narcotics and Controlled Drugs: Wastage
11. [B-00-07-13081](#) - Point of Care Risk Assessment – IPAC Best Practice Guideline
12. [B-00-14-13006](#) – Point of Care Risk Assessment Algorithm – Infection Control
13. [B-00-11-10024](#) - Telephone and Verbal Orders Policy

Persons/Groups Consulted:

Director Urban Health & VCH/PHC Substance Use Service Integration

Corporate Director, Quality, Patient Safety, Risk Management, Patient Relations & Infection Prevention and Control

Director, Occupational Health and Safety

Pharmacy Coordinator, Crosstown

Professional Practice Office

Physicians, Crosstown

Developed By:

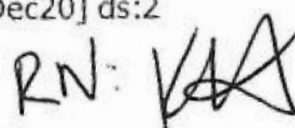
Clinic Coordinator, Crosstown

Patient Care Manager

Practice Consultant, Medication Safety and Management

Practice Consultant, Scope of Practice

Appendix B: Dispensing Label for nursing to verify and initial

SPH Crosstown Pharmacy- 84 W HASTINGS ST
VANCOUVER, BC V6B 1G6 PH: 604-689-8803
N [REDACTED] Dr C MCDERMID
[REDACTED] 23Dec20
20 KADIAN 100mg CAPSULE (OAT)
DD 10 CAPS (DEC 22-DEC 23)
DELIVERED. DWI FIRST DOSE, CARRY
SECOND DOSE. TAKE 500MG TWICE DAILY
(OAT)
Ref_rem:0 22123348N [REDACTED] [23Dec20] ds:2
RN: 
Remind# [REDACTED] Used=20 1/1
Ph:3879080 Fax:8068910

Appendix C: COVID Outreach Safety Guide - Crosstown

1. You must take the Outreach phone with you in order to connect with the Charge Nurse throughout outreach process.
2. If it is your first time, ask your coworkers about what to expect in order to learn as much as possible about the situation before setting out to do outreach.
3. DAM Outreach should always be conducted in two-person teams.
4. Inform OPUS Hotel/Housing Staff of your presence.
5. Introduce yourself and inform people of what you are doing and why.
6. Complete an onsite risk assessment.
7. Staff have the right to refuse entrance to any site they feel may present a risk.
8. Do not approach those who are showing "signs" that they do not want to receive services.
9. Do not carry valuables or other personal possessions such as jewelry, large amounts of money, radios, laptops, etc.
10. Do not accept gifts, food or buy any merchandise from clients.
11. Develop a contingency plan for worst-case scenarios or dangerous situations with your partner and supervisor.
12. Keep your supervisor/charge nurse informed of any unusual developments.
13. In case of an emergency, call or have another person call 911. Do not separate from your partner unless you feel that staying would increase your danger.

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Approved By:	PHC
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Owners: (PHC
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