

**PROGRAM OPERATIONS
DIRECTIVE # 30.0**

SUBJECT: Delivery of Medication

ISSUED: 10-7-2020

PURPOSE:

To clarify the process for delivering medication to individuals served by CMH.

POPULATION:

All populations and all CMH programs.

REQUIREMENTS:

Individuals should be encouraged to come to CMH to pick up their medications. However, if medications are delivered, the below Directive is to be followed (effective 9/24/2020):

For controlled substances:

- Controlled substances will no longer be a delivered medication. Individuals who are prescribed controlled substances must make arrangements to pick them up from CMH. There may be exceptions (exceptions must be approved by an Assistant Division Director or Director), including individuals served by ACT (see below).
- When the individual meets with the nurse to receive the medications, the nurse will review those medications with the individual present and both sign the Controlled Substance Count Sheet (Form #112) verifying the medications provided.
- Exceptions to delivery of controlled substances:
 - Controlled substances may be delivered in certain circumstances and must follow the steps below:
 - The nurse who fills the medication box and/or gathers the bubble packs and the nurse who verifies the medications both sign the Controlled Substances Count Sheet.
 - The prepared medications are secured in the double-locked medication room or locked tub until the delivery staff arrives to pick up the medications.
 - The nurse notifies the staff delivering medications that they are ready to be delivered.
 - The nurse retrieves the locked medications and reviews with the delivery staff the medications. The nurse and delivery staff sign the Medication Delivery Form (Form #384), verifying the medications and counts.

- In the presence of the delivery staff, the nurse secures the medication in a tamper proof bag and provides to the delivery staff. The individual's name, address and phone number are included on the tamper proof bag.
- When arriving to deliver the medications, the delivery staff provides the medications in the tamper proof bag to the individual who opens it in the delivery person's presence and the medications are reviewed and counted. Both delivery staff and the individual sign the Medication Delivery Form, verifying the medications and counts.
- The staff delivering medications enters the visit information into OASIS.

For non-controlled substances:

- The nurse fills the medication box and/or gathers bubble packs and places in a tamper proof bag with the individual's name, address and phone number.
- The tamper proof bag of medications is secured in the double-locked medication room or locked tub until the delivery staff arrives to pick up the medications.
- The nurse notifies the delivery staff that they are ready to be delivered.
- The nurse retrieves the locked medications and both sign off on the Medication Delivery Form (Form #384).
- When delivered, the staff delivering medications has the person receiving services sign the Medication Delivery Form.
- The staff delivering medications enters the visit information into OASIS.

If there any concerns/discrepancies with medication – a supervisor should be notified immediately and the Medication Error Policy/Procedures to be followed.