

PALLIATIVE CARE TIPS

Issue #35: How to Access Medications commonly used in Hospice Palliative Care After Hours in the Edmonton area (effective May 16, 2011).

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Please note: As of May 16, 2011, the Quick Response Kit is no longer available.

In partnership with community pharmacies, medications and clinical support will be provided to palliative patients living in the home setting or supportive living sites when the patient's regular pharmacy is closed. Hospice Palliative Care medications previously available in the Quick Response Kit are now available at the following 24-hour pharmacy:

- Shoppers Drug Mart in Summerside
924-91st Street SW, Edmonton.
Tel: 780-485-5550 Ext. 33; Fax: 780-485-9986

Prescribing: The above pharmacy has a pharmacist available on-site 24 hours a day, 365 days a year to dispense medications, provide clinical services, drug information and support for the prescriber and patient. The pharmacy will accept telephone and faxed prescriptions from the primary physician.

Referral from Palliative Care Physician Consultant: A referral from the palliative care physician consultant is **NOT** necessary for Shoppers to dispense medications. However, the prescribing physician may still access the physician consultant for advice/suggestions by calling 780-496-1300.

Pre-filled Syringes: Please note that the pharmacy does not offer pre-filled syringes at this time.

If medication is required to be pre-filled in the home setting, the Home Care Case Manager will teach the patient/family. If this is not possible, then the Home Care Case Manager will fill enough syringes until the next day or when the patient's regular drug store is able to have this done.

In the Supportive Living Sites, the prescribing physician would need to confirm with the site regarding availability of nursing staff to administer medications if nursing involvement is necessary.

Delivery: If patients or their family or friends are unable to pick up prescriptions:

- Non-urgent deliveries within Edmonton city limits are available at no cost for orders placed before 3:00pm Monday to Friday
- Urgent deliveries and/or deliveries outside of Edmonton city limits can be arranged by a designated taxi company. The cost of the taxicab delivery is the responsibility of the patient/family.

Payment: If the patient has Alberta Blue Cross Seniors coverage or another direct billing insurance plan, the pharmacy can bill these plans directly. Costs not paid for by the insurance plan can be paid for by the patient using credit card, debit card or cash in the pharmacy, or by credit card over the phone.

Disposal of Medications – Families are responsible for ensuring that medications are safely stored and disposed. Families may take any unused or discontinued medications to Shoppers Drug Mart for safe disposal.

REMEMBER: For referrals, questions, or telephone consultations, call 780-496-1300 weekdays and weekends.

Palliative Care Tips are now available on our Website: www.palliative.org