**Guidance – Sending Medication to Services Users Home via Taxi**

The use of taxis to deliver medication direct to patients at home is not recommended due to the risk of the medication not reaching the intended recipient (wrong property, patient not being in and medicines being left with neighbours or outside the property etc).

However **taxis can be used in exceptional circumstances**, such as the current coronavirus pandemic where:

- the patient/ carer is unable to collect the medication

- there is a pressing need to get medication to a patient

- there is no other viable option, for example if safe staffing levels would be compromised by using a member of staff to deliver the medication.

The decision to send medication to a patient’s home via taxi should be made/ supported by the nurse in charge and the following process followed:

1. Contact the patient/ carer to confirm:
   1. their full address
   2. that they will be at this address and able to receive the medication in person when the taxi delivers it (suggest a 1-2 hour window is agreed)
   3. that they are happy for the delivery to be made in this way (advise that the driver needs to verbally confirm the name of the intended recipient - for safety reasons ie to ensure the medicines get to the correct person).
   4. whether they are shielding, self-isolating or have any symptoms (new persistent cough or high temperature)
   5. that they will call the ward/ unit upon receipt of the medication to confirm the safe delivery of an intact package
2. **Provided all the above points have been confirmed**, order a Trust-contracted taxi specifying that the package must be handed to an adult at the delivery address (who will need to verbally confirm the person’s name on the package) and to immediately return the package to the ward/ unit if this is not possible, prior to accepting another booking. Under no circumstances should the package be posted through the letter box, given to a neighbour or left outside the property.
3. Check the medication against the current prescription and package in an opaque and tamper-evident outer container such as a sealed envelope/ bag/ box so that the contents are not visible and it would be evident to the recipient if the package had been opened in transit.
4. Label the outer package with the patients name and address. Also with ‘*This package must be delivered directly to the resident, return directly to [ward/ unit name] if unable to do this*’.
5. Hand the medication to the taxi driver (directly ie not via reception staff), check their taxi-driver ID badge and record their name and number (suggest either in the patients notes or ward/ unit diary). Reiterate delivery requirements as per point 2 above.

If the person/ household are shielding or self-isolating advise the taxi driver to ring the bell/ knock, leave the medicines outside the door, move 3 steps away and wait for the person to open the door and receive the medicines while keeping a safe distance.

1. When the patient/ carer phones to confirm receipt of the medication document this against the record made in the patients notes or ward/ diary (as per point 5 above).
2. If the patient/ carer has not phoned to confirm safe receipt of the medication within a reasonable timeframe ie 30-60 minutes after the taxi pick-up (depending on patients proximity to the ward/ unit) contact the patient/ carer and/ or taxi company to establish where the medication is.
3. In the event of any medication not arriving at the patients address within a reasonable timeframe (or being returned to the ward/ unit) report this to the nurse in charge and complete a datix report.