

## **Standard Operating Procedure for dealing with urgent supply of medication at the request of a prescriber from Dentists during Covid-19 lockdown.**

This operating procedure is to cover the receipt of an urgent supply at the request of a prescriber from a Dentist.

### **Introduction**

Patients are generally not able to visit a dental surgery during the Covid-19 lockdown. Instead, dental professionals are asked to provide advice remotely and to work with patients to defer the need for active treatment using pain control and antimicrobial treatment. More information is available via this link:

<https://www.gdc-uk.org/information-standards-guidance/covid-19/covid-19-guidance-from-the-gdc>

### **Procedure**

In these cases, it is possible that the dentist will need to prescribe medication for their patients (for NHS or private patients), and there will be a need to request that a pharmacist supplies the medication under the “urgent supply at the request of a prescriber” as included in the terms of service.

If the patient is suspected to be infected with Covid-19 the dentist will advise them not to attend in person and to send a representative to collect the prescribed medicines instead.

As the dentist will be consulting with their patients remotely and in the knowledge that a patient will need to start taking their medicines as soon as possible, the dentist will send such a request to the pharmacy NHSmail shared account in the first instance. Most emails will be generated by the Dental Electronic Referral System (DERs) / REGO system which will ensure that only items included in the Dental Prescribing Formulary (DPF) are prescribed and that the quantity and dose is also included, as well as relevant patient details (name, address and DoB). Some practices will send a copy of the prescription directly via NHS mail.

The dentist will handwrite a yellow FP10D prescription or a private prescription and post it by first class post to the pharmacy so that it should arrive within the required 72 Hours.

Dentists have been asked to include their email address so that confirmation of receipt of the prescription can be sent, it is noted that this is not a terms of service, however it “close the loop” and provide assurance to the dentist that you have received the prescription.

Dentists will be advised to try and call the pharmacy to provide advanced warning so that the email can be identified prior to the patient arriving to collect the prescription. In any case the dentist will be advising the patient (to help manage patient expectations) that the pharmacy may be extremely busy and that they may have to wait at the pharmacy. However, they will be advised to tell the pharmacist / pharmacy staff that a “prescription” has been emailed to the pharmacy NHSmail account.