

STANDARD OPERATING PROCEDURE

TITLE	CCMDD OPERATIONS DURING COVID-19		
INSTITUTION	NATIONAL DEPARTMENT OF HEALTH		
REFERENCE NUMBER	CCMDD SOP 24	EFFECTIVE DATE	MARCH 2020
PURPOSE			
<ul style="list-style-type: none"> Outline the process to be followed by all stakeholders with regards to CCMDD operations during the COVID-19 pandemic 			
PERSONS AFFECTED			
<ul style="list-style-type: none"> Authorised prescribers CCMDD service providers CCMDD PuP service providers Districts Facility pharmacy personnel (pharmacist/PA) Health Facilities NDoH Provinces 			
APPLICABLE POLICIES/LEGISLATION			
<ul style="list-style-type: none"> Medicines and Related Substances Act 101 of 1965 as amended, and the regulations and guidelines published in terms of this Act (the 'Medicines Act') Pharmacy Act 53 of 1974 as amended, and the regulations and rules published in terms of this Act (the 'Pharmacy Act') National Health Act 61 of 2003 as amended, and regulations issued in terms of the Act Standard treatment guidelines and essential medicine list of South Africa The South African Nursing Act 50 Of 1978 as amended, and the regulations and guidelines in terms of this Act (the 'Nursing Act') 			
ABBREVIATIONS			
<ul style="list-style-type: none"> ART: Antiretroviral therapy CCMDD: Central Chronic Medicine Dispensing and Distribution nCOVID-19: novel Coronavirus Disease 2019 FPG: Fasting Plasma Glucose HIV: Human Immunodeficiency Virus NCD: Noncommunicable diseases NSD: Next Schedule Date NDoH: National Department of Health PDoH: Provincial Department of Health PMP: Patient medicine parcel PuP: Pick-up point SP: Service provider TEE: Tenofovir + Emtricitabine + Efavirenz TLD: Tenofovir + Lamivudine + Dolutegravir VL: Viral load SP: Service provider SynCH: Synchronized National Communication for Health WHO: World Health Organisation 			



NOTES/SAFETY WARNINGS

- a) According to the WHO, those at high-risk for severe illness from COVID-19 include:
- People aged 65 years and older
 - People who live in a nursing home or long-term care facility
 - People with chronic lung disease or moderate to severe asthma
 - People who have heart disease with complications
 - People who are immuno-compromised including those on cancer treatment
 - People of any age with severe obesity (body mass index [(BMI)] ≥ 40) or certain underlying medical conditions, particularly if not well controlled, such as those with diabetes, renal failure and liver disease

Patients on CCMDD are stable on their medication but have one of the secondary risk factors for severe complications if COVID-19 is contracted. It is therefore highly recommended that these patients are decanted to external PuPs for PMP collection to limit exposure and congestion in facilities.

- b) All patients must have a contact number/cell phone in order to receive relevant SMS notifications
 c) Only prescriptions by **Authorised** prescribers are valid and can be submitted to the SP.
 d) COVID-19 pandemic may result in overburdened health facilities, it is therefore important to decant all stable patients to external PuPs to relieve the burden of non-essential work in the facilities.

No	PROCEDURE	RESPONSIBILITY
Enrollment criteria		
1	Identify all stable patients eligible for registration on the CCMDD programme. Patients must meet the following criteria: a) No current TB/ medical condition requiring regular clinical consultations b) Authorised prescriber/clinician confirms eligibility c) Conditions: <ul style="list-style-type: none"> • HIV: On ART, stable • Hypertension: stable • Diabetes: stable • All chronic diseases for which medication is available on the provincial CCMDD formularies 	Authorised prescriber/ health facility
2	Explain the CCMDD programme to the patient and the importance of external PuP collection limiting exposure to possible COVID-19 infection to the patient. Explain the extended operating hours and other conveniences of the external PUPs.	Authorised prescriber/ health facility
3	Patient must consent to registration on the CCMDD programme and have a valid ID Number /Passport Number/ Asylum Seeker number . Patients without valid ID Number /Passport Number/ Asylum Seeker number must not be registered on the programme.	Authorised prescriber/ health facility
4	Collection of PMP at PuP will be allowed during all levels of COVID-19. PuPs will not shut down.	All stakeholders
Renewal of prescriptions		
5	Patients that need to get their prescription renewed, must be seen for a clinical review and prescription renewal. Patients to be guided on following social distancing protocols whilst queuing.	Authorised prescriber



6	All patients on TEE that are eligible to switch to TLD should be offered to switch to TLD.	Health Facility
7	Patients should be re-scripted immediately for six months and decanted to an external PuP of their choice. Do not wait for viral load results. If viral load results are adverse, recall the patient as necessary.	Authorised prescriber
8	All stable patients should be provided with a minimum of 2 months of treatment and decanted to an external PuP, to ensure no return visit to the facility during the outbreak. Educate patients to only return if feeling unwell or experiencing side effects.	Health facility
9	To limit the number of visits to a health facility, patients must be counseled on COVID-19.	Health Facility
10	A COVID-19 link will be created in SyNCH. All relevant communication can be accessed on this platform.	NDoH
11	Patients collecting from high volume PuPs will receive SMSs to collect at staggered intervals during the day.	SP

Communication, Selection of PuP and Prescribing

12	Ensure all new registrations onto CCMDD are decanted to an external PuP to limit exposure of high-risk patients to possible COVID-19 infection in health facilities.	Authorised prescriber/ health facility
13	Request the patient to select an external PuP for collection of PMPs according to his/her needs and the list of available PuPs.	Authorised prescriber/health facility
14	Available PuPs can be discussed with all patients while they wait for clinical review along with all the PuP related information: <ul style="list-style-type: none"> • Proxies that can collect on patient’s behalf • Collection process and identification requirements • SMS alerting patient when PMP will be available • Possibility of receiving various brands • The CCMDD collection card • SP toll-free number 	Health Facility
15	The importance of a correct cellphone number should be explained to the patient and obtained. Any change in service during the COVID-19 pandemic will be communicated via SMS to the patient.	Facility/Prescriber
16	SyNCH will be utilized for extra communication to health facility staff members and PuPs. Updates will be loaded on the COVID-19 link.	All Stakeholders
17	SP Helpdesks should be updated with the most current COVID-19 information and be adequately equipped to inform PuPs and patients on the CCMDD process.	SP

Supply of extra supplements (Future communication)

18	If necessary, extra supplements may be dispensed to all CCMDD patients via the SP upon instruction from the various provinces	Province
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19	Provinces and SP will agree on measures to ensure availability of supplements at the SP.	Province/SP
20	SP will add a supplement into all PMPs where there are no known drug interactions with the patient's current medication. Clear direction of use will be indicated on each PMP.	SP
21	Future communication to this SOP will be provided of possible drug-interactions with supplements.	NDoH/Province

Closure of PUP

22	<p>In the event where an external PuP has been exposed to COVID-19 and is closed, the following steps should be followed:</p> <ul style="list-style-type: none"> • PuP should notify NDoH and province immediately • NDoH, province and district will identify the external PuP closest to the affected PuP • SP will be notified to switch all patients to the identified alternative PuP until further notice • NDoH will deactivate the affected PuP on SyNCH and send out communication to all facilities to stop recruitment to the affected PuP • SP will arrange for collection of all PMPs at the affected PuP and redeliver to the new PuP within 48 hours • SP will arrange for rerouting of dispatched PMPs not yet delivered to the alternative PuP • The affected PuP will place notification of closure and details of alternative PuP on outside of building to inform patients who did not receive the SMS • SP will communicate change of PuP to all patients via SMS 	All Stakeholders
23	All stakeholders should monitor all channels of communication and stay abreast of the latest developments on the COVID-19 outbreak. The latest protocols and procedures should be followed.	All Stakeholders

SOP REVIEW AND AUTHORISATION

Date	Initials & Surname	Designation	Signature	Comments
19 th March 2020	M. Munsamy	CD: Head CCMDD		COVID-19