



Covid-19 Frequently Asked Questions

Managing my stock of medication

Do I need to have more stock than normal, or can I have my delivery early? Will Healthcare at Home run out of my medication due to the current situation?

There is currently no need to have additional stock of your medication.

In accordance with UK Government guidance, Healthcare at Home are not allowed to stockpile medicines or devices. Patients too, have also not been allowed to stockpile medicines. The reason for this is that stockpiling could create artificial demand in the market, which could in turn lead to stock shortages. The responsibility for building a sustainable stock base has been given to the manufacturers by the UK Government to ensure that they can maintain supplies within the UK. This continues to be the case.

As a medicine supply company, we also need to ensure we can deliver to those patients that need their medication as soon as possible. If we arrange a delivery earlier than is necessary, we risk blocking capacity for those patients that have a more urgent requirement so we will schedule deliveries based on this information. Clear and accurate stock checks are a necessity to help us manage this effectively.

Can I order more of my ancillary items (such as antibacterial wipes)?

We have a set number of ancillary items that can be delivered along with your medication. If you require any of these please ensure you notify one of our Patient Co-ordinators who will be happy to add these to the order for you.

Do I still need to take my medication?

Does my medication put me in the extremely vulnerable category?

The NHS in England has directly contacted people with these conditions to provide further advice.

If you think you fall into one of the categories of extremely vulnerable people and you did not receive a letter by Sunday 29 March 2020, or been contacted by your GP, you should discuss your concerns with your GP or hospital clinician. You can read more about the guidance on the [Government website here](#)

I have been identified by the NHS as a person in the [extremely vulnerable group](#), do I continue with my treatment?

Yes. There should be no changes to taking your regular medication as prescribed unless advised by a consultant or specialist nurse at your referring centre.

Should I still take my medication if I have COVID-19 symptoms?

You should always follow guidance you have received from your referring centre in the event you have COVID-19 symptoms. If you do not have guidance, contact your referring centre or GP. Please be mindful that NHS services are incredibly busy at this moment in time. Only contact if you have [active COVID-19 symptoms](#).

I have COVID-19 symptoms**What are the symptoms of COVID-19?**

Public Health England have provided an easy read guide outlining key information should you suspect you have COVID-19. The initial symptoms include a cough that does not go away and a high temperature. Click on the link if you require any further information.

https://assets.publishing.service.gov.uk/government/uploads/system/uploads/attachment_data/file/874281/COVID-19_easy_read.pdf

I think I have COVID-19 symptoms - what should I do? Who I need to notify?

Specific advice is included in the easy read guide which states: -
Only use health services when it is important to do so. If you:

- Are staying at home and start to feel much more ill or have stayed at home for 7 days and still have symptoms of Coronavirus (COVID-19) then: get advice from NHS 111 Online <https://111.nhs.uk/covid-19>
- If you need to speak to someone call 111
- You should not go to a GP surgery, pharmacy or hospital as you could pass Coronavirus to others.

Only dial 999 or go to Accident and Emergency if there is an emergency.

I am a confirmed COVID-19 case - what do I need to do?

Please follow the advice above.

Further information can be obtained from <https://111.nhs.uk/covid-19>



Delivery Questions

I am in self-isolation, can I still receive a delivery? What do I need to do to receive my delivery?

We continue to deliver medication to all our patients as normal.

We have taken many steps to protect our patients and drivers at the doorstep. It is important for you to telephone our customer services and advise us of any specific changes in your condition which will help us to protect you and our drivers.

For doorstep deliveries

Our driver will knock at the door then remain a distance of at least 2 metres away from the doorstep. We would ask you to step back and then confirm you are the correct recipient. The package will then be handed over (avoiding all physical contact) and left on the doorstep, the driver will then complete the proof of delivery signature on your behalf and identify this was left as instructed due to self-isolation.

For deliveries to be taken into the household.

All our drivers have been briefed not to enter any patients' home, to minimise any risk to all.

Will the driver be wearing Personal Protective Equipment (PPE)?

We continue to act on all Government and Public Health England advice and guidance. At this stage our delivery drivers do not have a requirement to wear masks or PPE. We have made gloves available should our drivers require them.

Do I need to sign for my delivery?

No, once the driver has confirmed you are the correct recipient, they will sign on your behalf.

Are deliveries still being made as normal?

Yes, we continue to ensure that deliveries continue as normal. Delivering medication and maintaining our service levels are hugely important for our patients and the business.

We have put in many contingency plans to support this and we continue to review these to ensure, as events and circumstances change, we are able to adapt and deliver. We will update our website and our customer service agents if / when things change. Please visit [our website](#) regularly to check for any updates.



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Will I still receive my delivery time window text messages?

Yes, delivery notification text messages will continue. If we need to move to an alternative supplier for our deliveries this may need to be adjusted but we will always advise you if this is the case for your delivery.

I need to change my delivery address; how can I do this?

If you have already had your order placed and it is due to be delivered, please contact our customer service team to see if we can adjust the delivery for you or reschedule if necessary.

If you have not yet placed your order, please advise the Patient Co-ordinator when they call to arrange your delivery.

To reduce calls into our inbound teams, if you have not had your order placed yet please wait for us to call you to place this order rather than calling in as we are experiencing a high volume of calls at present.

Can you deliver abroad - I am in quarantine abroad - how will I get my medication?

We recommend you attempt to obtain your medicines from the country you are residing in with the support of your referring centre. International deliveries are hugely challenging given many countries have imposed very strict lockdown situations.

How can I reschedule a missed delivery? I have missing items.

Please call our customer service team and they will reschedule or investigate this for you.

Can you catch Coronavirus from parcels and letters?

[Public Health England \(PHE\)](#) has advised that people receiving parcels are not at risk of contracting the coronavirus. The Government has published advice recently to businesses. It states that “there is no perceived increase in risk for handling post.” The World Health Organisation has also advised that coronaviruses do not survive long on objects, such as letters or packages.



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Will Healthcare at Home drivers be wearing face masks?

We are not planning to issue masks to our drivers. [The World Health Organisation guidance on when to use a mask](#) says states that it is only beneficial to stop the spread of the virus for:

- People who are ill, coughing and sneezing to reduce them from spreading the virus to others.

People who are caring for, or in close contact with someone who is infected. People who are healthy only need to wear a mask if they are taking care of a person with suspected COVID-19 infection.

Nurse / Clinician Visits

Will my visit still go ahead if I am self-isolating?

Yes, however, please tell us the reason why you are self-isolating. The clinician will also call you the evening before the visit and assess the current situation as well as a last check on the day of the visit before entering the property.

Will my visit still go ahead if I have a confirmed case of COVID-19?

Yes, if your referring team/consultant feel that treatment should continue. You should check this first and please let us know in advance if you have COVID-19 symptoms. Our clinicians have the necessary protective equipment to be able to undertake the visit.

Will the nurse / clinician be wearing PPE (Personal Protective Equipment)?

Our clinicians will wear the required PPE dependent on the treatment being given.

Will I know what time to expect my appointment?

Two days before visit, the treatment/visit time of morning or afternoon is sent to you by text message if you have signed up for this service. On the day before your visit you will receive a text message informing you of the time slot. The clinician will also call you on the evening before your visit reassess if you have any symptoms and that the visit can go ahead as planned

Communication with Healthcare at Home

How can I contact Healthcare at Home if I have a query?

You can contact our customer service team by telephone and email. Our current opening times are 8am - 8pm Monday to Friday and 8am - 4.30pm Saturday/ Sunday and bank holidays.

We are currently experiencing a very high number of calls and emails and it may take you longer than normal to get through on the phone. If your enquiry is not urgent and does not require an immediate response, we would prefer if you could [email our team](#) so we can prioritise our workload in the current situation.

We aim to respond to all emails within a 72-hour period.

If your enquiry is **urgent** then please call our team and we will endeavour to answer the call as quickly as possible.

If I need to speak to a Healthcare at Home Pharmacist how can I go about this?

Our Pharmacists are also experiencing very high call volumes. If it is essential for you to speak with a pharmacist, please contact Healthcare at Home in your normal way and request to speak with a pharmacist. It is most likely your request will form a queue so your details will be passed to our pharmacists who will call you back.

I cannot get in touch with my referring centre/hospital / treating physician what can I do?

The NHS are experiencing high levels of demand. Please only contact them if you cannot find the information you require from [Government websites](#) and the information you require is essential.

My details have changed (address, telephone number etc) how can I update you?

Please send us an email to updatemydetails@HaH.co.uk along with your name, date of birth and the required change - we will make this update for you and email you back to confirm this has been done. If this is urgent, please call the team however if this is not, we would ask if you can email the information to reduce our call volumes.



Cancer Care Questions

I am self-isolating, can I still have my treatment?

This will depend on the reason you are self-isolating. If this is because of a household member being symptomatic then this may need to be discussed with your consultant. If this is to reduce your risk, then treatment can go ahead as planned

What safety measure have been put in place to protect me when I have my treatment?

All our clinicians are removed from treating patients if they become symptomatic. Our clinicians also have the necessary protective equipment should this be required. We are following all the guidance from Public Health England

What happens if I am displaying COVID-19 symptoms?

Your consultant may decide to pause your treatment. Please discuss with them or your Cancer Nurse Specialist. If treatment is to go ahead then our nurses will wear the necessary personal protective equipment