

Core MAT Missed and Late Dose Notifications Addendum

We are pleased to inform you that interoperability has now been established between PharmOutcomes and the Change Grow Live (CGL) Case Management System. This integration enables real-time communication to service users, enhancing our ability to safeguard individuals receiving medication-assisted treatment (MAT).

Real-Time SMS Alerts

Where consent has been obtained, a text message (SMS) will be automatically sent to a service user upon a missed dose being recorded on PharmOutcomes by a pharmacy. This message will advise the individual that they have missed a dose and should contact their local service for follow-up support.

Safety

Missed and late dose notifications are critical to our safeguarding processes. It is therefore essential that all missed and late doses are reported accurately and within one working day. **Failure to report in a timely manner may prevent the service from addressing risks that the pharmacy team may be aware of, potentially compromising the safety and wellbeing of the service user.**

Notification Template

The PharmOutcomes Missed and Late Dose Notification template has been updated to include a declaration for instances where a service user has now missed three consecutive days or a single day whilst in titration. Pharmacy teams are now required to tick to confirm if three consecutive days or a single day of titration has been missed.

Please tick if this patient has now missed 3 consecutive days or a single day if they are on a titration prescription

Please confirm:

☐ Yes

This action will generate an alert to the local service, enabling proactive engagement with the service user to encourage a prompt return to treatment and reduce the risk of overdose or relapse.

The requirement to note the date last dispensed to a client has been removed.

Please note: This process replaces any previous requirement to report three-day missed doses or a single titration dose miss through alternative methods.

We appreciate your continued commitment to supporting service users and ensuring the safe delivery of care. Should you have any questions or require further clarification, please do not hesitate to get in touch.