

Guidance document accompanying the “Form to enable a representative to collect medicines on behalf of a patient in isolation or shielding due to COVID-19”.

Background

- Are you:
 - Shielding at home as you are in a COVID-19 vulnerable group (e.g. have diabetes, you are 60+yrs or you have a health condition like lung or heart disease, or a condition that affects your immune system) and you need to avoid travelling, using public transport or waiting in-line at the pharmacy or clinic to collect your medicine?
 - In self-isolation and not able to leave your home?
- Many people are in the same situation across Africa and have not been able to collect their medicines from the pharmacy or clinic; this is potentially life threatening situation.
- Diabetes Africa and Diabetes South Africa are working in partnership to create a solution to this problem, and have put together a form to facilitate a trusted representative: such as family member, carer or a friend, to collect your medication on your behalf.

Selecting a representative

- The representative you choose needs to be someone that you trust, and is able and reliable enough to collect your medicine and deliver it to you safely and in good time.
- The pharmacy will not be accountable for your medicines once they hand it to your representative; such as if your medicine is picked up by your representative but you do not receive your medication.

How to use the form

- Print a copy of the form
- Using clear handwriting, fill in your name, home address, date of birth, I.D number (if you have one), and your telephone number.
- Ask your representative to fill in their name, address, date of birth and their relationship to you (e.g. daughter, wife, neighbour, friend)
- Both you and your trusted representative need to then sign and date the form
- Your representative will need to take their identity document with them to prove their identity to the pharmacist and collect your medication
- The form is ‘single use’ and can only be used once. Fill in a new form every time your representative needs to pick up medication on your behalf

Disclaimers

- Some pharmacies will have their own policies and procedures in place, and there is no guarantee that this form will be accepted.
- If your representative is not able to use the form to collect your medication on your behalf, we would love to know why so that we can improve the process. Please drop a short WhatsApp message to us on +44 7539 649404