

Conditions of methadone/buprenorphine treatment

CLIENTS' RESPONSIBILITIES

Drug use

Clients work with their prescriber and case manager to make the life changes necessary to stop using other opiates and other illicit drugs, including the misuse of legal drugs.

Behaviour

Clients assist in maintaining a safe environment for health care workers and other clients, by not being verbally or physically threatening or violent, not damaging property, and keeping the environment free from smoke and free from unrestrained animals.

Clients do not contribute to crowding around clinics and dispensing points by bringing friends or associates to clinician's appointments or the dispensary unnecessarily. In addition, that clients do not remain around the premises for longer than necessary.

Clients cooperate with the treatment team, or clearly and respectfully communicate to the treatment team the reasons behind the decision not to cooperate.

Clients do not sell or offer drugs, including doing so in the vicinity of the clinic/pharmacy.

Appointments/service rules

Clients adhere to the rules of the methadone/ buprenorphine program they are part of.

Clients attend appointments as organised, or inform the worker if they need to cancel.

Clients provide urine specimens as requested.

Clients have their methadone/buprenorphine dose at the dispensing point unless it is provided as a takeaway dose.

Takeaway doses

It is the client's responsibility to adhere to takeaway policies and acknowledge that any misuse of takeaways may result in the takeaway privilege being revoked. Take away doses are not a right of all clients on methadone/ buprenorphine treatment. Takeaway doses may be provided, at the discretion of the prescriber, on the basis of need, suitability and stability. It is illegal to sell or give takeaway doses to anyone.

Clients will not sell or give any takeaway doses away.

Clients will not inject takeaway doses.

Clients must ensure that takeaway doses are stored safely so the methadone/buprenorphine dose is not accessible to children or others.

Urine testing

Clients will be required to provide urine tests randomly at the discretion of the treatment team. If people are unable to provide a sample on the day it should be provided prior to dosing on the following day.

Treatment plans

All clients will participate in the development of a treatment plan which is made in collaboration with the prescriber, case manager, and pharmacist. The Treatment Plan will set short, medium and long term goals for treatment. These will include health progress, life style issues, educational and training needs and family involvement (where appropriate).

CLIENTS RIGHTS

- To receive health care given with consideration and respect, without bias or discrimination, thereby recognising personal dignity at all times.
- To be assured of privacy at interview, and examination and that any further discussion or consultation is conducted with discretion and confidentiality.
- To expect all communications and records pertaining to your care will be treated as confidential and that, in most cases, access to such records will be made available in the presence of a nominated a health care professional of your choice.
- To be advised by the attending clinician, in clear, concise terms which you understand, the complete and current information relating to your condition – including treatment, prognosis, risks, side or after effects and any alternate treatment or procedures.
- To expect adequate information to be provided so that you are able to give informed consent for treatment and procedures. You have the right to refuse services from students and involvement in research.
- To be offered the services of a trained interpreter, if required.
- To know the identity, professional status and qualifications of those providing care and to know which person is primarily responsible for your care.
- To seek alternate health care or a second opinion; refuse treatment or withdraw consent at any time, to the extent provided by law.
- To expect reasonable safety in both environment and practices and seek legal advice if it is perceived that harm has occurred as a result of negligence of the service.
- To nominate a family member, friend or advocate to participate in the decisions regarding your health care.
- Information and consultation regarding treatment costs will be given before treatment.
- To complain and be informed of the process for complaints.

SERVICE PROVIDER / CLINICIAN RESPONSIBILITY

It is the responsibility of the team treating the client to:

- Obtain informed consent to methadone/buprenorphine treatment from the patient before he/she commences treatment.
- Develop and document a treatment plan in collaboration with the patient following initial assessment.
- Develop a more detailed treatment plan in collaboration with the patient after 4 weeks in treatment, and review the plan at least every three months.
- Provide competent care.
- Treat clients with dignity respect and courtesy.
- Provide services that are free of physical and mental abuse, coercion, harassment and discrimination.
- To provide services that take into account the cultural, religious, social and ethnic needs, values and beliefs of clients.
- Identify and address any barriers that the patient may have to informed participation in methadone/ buprenorphine treatment such as: literacy, non-English speaking, intoxication and disability.
- Provide takeaway doses only after careful assessment of a patients stability and reliability.
- Provide education about overdose risk, particularly the risk of combining other drugs (including alcohol) with methadone/ buprenorphine and the strategies to avoid and manage overdose.
- Provide information and strategies to enhance the patient's capacity to successfully withdraw from methadone/ buprenorphine.
- Support a client's right to make a complaint and have conflicts resolved by:
 - Providing all patients with information on and access to procedures for complaint handling and conflict resolution.
 - Being familiar with complaint procedures and best practice complaint handling.
- An experienced clinician is to review the treatment progress of all patients at least four times a year.

APPEAL MECHANISMS

Clients need to know avenues of appeal for decisions made by providers to significantly change the client's current arrangements, decline a request to change conditions of treatment by the client (unless these contravene DoH policy or guidelines) or remove the client from the program.

Clients who do not comply with the conditions of methadone/buprenorphine programs in NSW will have their place on the methadone/ buprenorphine program reviewed.

The following actions will be taken sequentially when clients do not comply with conditions of the program:

1. A formal warning will be given.
2. A change in conditions of program will occur including removal of takeaway doses and the requirement to attend more frequent appointments.
3. Transfer to a more supervised treatment setting.
4. Withdrawal from the program.

* *Certain actions, namely violence or threat of violence against staff or other patients, property damage or theft from the methadone/ buprenorphine program, drug dealing on or near treatment premises, and repeated diversion of methadone/buprenorphine may warrant immediate discharge from treatment.*

Client

I understand the rights and responsibilities outlined in this agreement and have received the following information:

- NSW Health Methadone overdose card
- NSW Health Methadone Maintenance Treatment Essential Information (or)
- Buprenorphine Patient Information

I understand that this agreement is an interim agreement to be completed after four weeks of treatment.

Signed:.....

Date:.....

Clinician

I understand the rights and responsibilities outlined in this agreement and have provided the following information:

- NSW Health Methadone overdose card
- NSW Health Methadone Maintenance Treatment Essential Information (or)
- Buprenorphine Patient Information

Signed:.....

Date:.....

Treatment plan attached: yes no