# 2 Documentation Request Form

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| --- | --- |
| **To:** | <Service Manager> |
| **From:** | <Lead Auditor> |
| **Date:** |       |

Please provide the following documentation for review by the audit team and indicate in the checklist below whether or not the document has been provided.

In this form, *OST Guidelines* refers to the *New Zealand Practice Guidelines for Opioid Substitution Treatment 2014* (Ministry of Health 2014).

| **Documentation** | **Yes** | **No** | **Comment (if necessary)** |
| --- | --- | --- | --- |
| Approval to offer OST (under section 24, Misuse of Drugs Act 1975 or other relevant legislation) | [ ]  | [ ]  |       |
| Organisational chart | [ ]  | [ ]  |       |
| Treaty of Waitangi: policy | [ ]  | [ ]  |       |
| Treatment outcomes monitoring policy: and/or most recent report | [ ]  | [ ]  |       |
| OST service plans (eg, quality plan, disaster and emergency plan, strategic plan) | [ ]  | [ ]  |       |
| OST service philosophy, principles, description and objectives | [ ]  | [ ]  |       |
| Consumer involvement in service policy development: policy | [ ]  | [ ]  |       |
| Access to service: policy/protocols* OST admission criteria
* OST exclusion criteria and management
* Assessment
* Waiting list management
* Interim prescribing
 | [ ]  | [ ]  |       |
| OST treatment pathway | [ ]  | [ ]  |       |
| Client information booklet/information sheets | [ ]  | [ ]  |       |
| Informed consent: template | [ ]  | [ ]  |       |
| Comprehensive assessment: template | [ ]  | [ ]  |       |
| Treatment plan: template | [ ]  | [ ]  |       |
| Client rights: information | [ ]  | [ ]  |       |
| Complaints: policy | [ ]  | [ ]  |       |
| Benefits and limitations of OST medications: information | [ ]  | [ ]  |       |
| Consumer advocacy and peer-support services: policy | [ ]  | [ ]  |       |
| Treatment review: policy | [ ]  | [ ]  |       |
| Drug screening: policy | [ ]  | [ ]  |       |
| Case management (key worker) and care coordination: policy | [ ]  | [ ]  |       |
| Prescribing and dispensing OST medications: policy/protocols including:* takeaway medication
* change of medication dose procedure
* change of dispensing procedure
* dispensing arrangements
* replacement doses
* missed doses
 | [ ]  | [ ]  |       |
| Accessing psychosocial interventions: policy | [ ]  | [ ]  |       |
| Accessing psychosocial supports, self-help, family and whānau support groups and cultural and spiritual guidance: information | [ ]  | [ ]  |       |
| Management of coexisting mental health and medical problems: policy | [ ]  | [ ]  |       |
| Managing blood-borne virus: policy/information | [ ]  | [ ]  |       |
| Managing the needs of older clients: policy | [ ]  | [ ]  |       |
| Safety and risk management: policy:* Overdose
* Substance-impaired driving
* Drug interactions
* Safety of staff and clients
 | [ ]  | [ ]  |       |
| Managing intoxication and/or suspected diversion: policy | [ ]  | [ ]  |       |
| Pain management: policy | [ ]  | [ ]  |       |
| Managing pregnant and breastfeeding women: policy/protocol | [ ]  | [ ]  |       |
| Managing clients ending OST: policy/protocol | [ ]  | [ ]  |       |
| Interim prescribing: policy | [ ]  | [ ]  |       |
| Community pharmacy interface: policy/protocol* Informing and consulting pharmacists
* Training and support for community pharmacists
* Management of errors in community pharmacy
 | [ ]  | [ ]  |       |
| Primary health care interface: policy/protocol* Authorisation of GPs/other health professionals to prescribe OST medications
* Transfer of clients to and from primary health care
* Review of treatment
* Support for authorised GP prescribers
 | [ ]  | [ ]  |       |
| Prison interface: policy/MOU* Managing clients who are in prison
* Review of client care
* Liaison
* Support for authorised prison medical officers
 | [ ]  | [ ]  |       |
| Interface with other OST services: policy* Transfer of care consistent with *OST Guidelines*
 | [ ]  | [ ]  |       |
| Wellbeing of children: policy/protocol | [ ]  | [ ]  |       |
| Client records: policy | [ ]  | [ ]  |       |
| Staff training/education: policy | [ ]  | [ ]  |       |
| Clinical supervision: policy | [ ]  | [ ]  |       |
| Performance management: policy | [ ]  | [ ]  |       |
| Position description for each designation | [ ]  | [ ]  |       |
| Two most recent reports to Ministry of Health | [ ]  | [ ]  |       |
| Other (please list) | [ ]  | [ ]  |       |