

# Standing Operating Procedure: Accessing Medicinal Products held in the National Medical Stockpile

The National Medical Stockpile is a strategic reserve of drugs, vaccines and antidotes for use in the national response to a **public health emergency**. Items are either held by the Commonwealth or prepositioned in Queensland at Central Pharmacy. Regardless of their location, these items can only be dispatched upon the authority of the Chief Medical Officer (CMO), Commonwealth Department of Health, via Queensland Health's Chief Health Officer (CHO).

The [Request to Access the National Medical Stockpile Form](#) included in this Standard Operating Procedure (SOP) must be completed for all requests to deploy or to use items prepositioned from the National Medical Stockpile.

## This standard operating procedure includes

- [Approval process](#)
- [Dispatch process for prepositioned items](#)
- [Dispatch process for items dispatched directly from National Medical Stockpile](#)
- [Related contact details](#)
- [Request to access the National Medical Stockpile form](#)
- [Access and dispatch flowchart for prepositioned items](#)
- [Access and dispatch flowcharts for of non-prepositioned items](#)

## Items pre-positioned in Central Pharmacy for public health emergencies

- Ribavirin
- Heptavalent Botulism Antitoxin (Equine)
- BioThrax (Anthrax Vaccine)
- Duodote(atropine and pralidoxime chloride injection)

For requests to access to non-prepositioned items please contact CDB to determine availability from the National Medical Stockpile. For the Special Access Scheme please visit <https://www.tga.gov.au/form/special-access-scheme>.

## Approval process

Prior to requesting access to the National Medical Stockpile the Treating Physician should consult with (gain approval from where needed) their hospital's Infectious Diseases Physician as well as the hospital's Director of Pharmacy. Both parties should be kept informed throughout the process.

1. For [notifiable conditions](#):
  - the Treating Physician urgently consults with their local Public Health Physician (PHP) regarding the case
  - the Treating Physician completes the [Request to Access the National Medical Stockpile Form](#) (see Pg 5), including nominating a primary and secondary contact person and sends it to the PHP
  - the PHP contacts the Communicable Diseases Branch (CDB<sup>1</sup>) on (07) 332 89753.
2. For non-notifiable conditions:
  - the Treating Physician contacts CDB on (07) 332 89753 (this number will automatically transfer to CDB On-Call after hours and on weekends)
  - the Treating Physician completes the Request to Access the National Medical Stockpile Form (see Pg 5) including nominating a primary and secondary contact person.
3. The completed form is then emailed to CDB with a copy to [NDPC@health.qld.gov.au](mailto:NDPC@health.qld.gov.au).
4. CDB will call the Australian Government Health Emergency Hotline (Health Ops): 02 6289 3030 (Duty Officer Monitored 24/7) and advise the Duty Officer that a request to access the Stockpile will be sent by Qld Health.
5. CDB to inform Central Pharmacy of the request and confirm that no action is to be taken regarding dispatch until authorisation from the Chief Medical Officer (Australian Government Department of Health) is given.
6. CDB seeks approval from the Chief Health Officer (Queensland Health) to request access to the National Medical Stockpile and will email the completed [request form](#) for the Chief Health Officer (Queensland Health) to sign/approve.
7. CDB emails the Chief Health Officer's authorisation and [request form](#) to [Stockpile.Ops@health.gov.au](mailto:Stockpile.Ops@health.gov.au) and [Health.Ops@health.gov.au](mailto:Health.Ops@health.gov.au). CDB calls Health Ops to advise that the request has been sent.

<sup>1</sup> CDB refers to the Medical Director or On-call Medical Director contactable on (07) 33289753

8. Stockpile Ops/Health Ops confirms authorisation from the Chief Medical Officer (Australian Government Department of Health) and sends email confirmation to CDB.
9. **For Prepositioned items:** CDB confirms with the PHP/Treating Physician that the National Medical Stockpile item can be released from Central Pharmacy for use and sends the authorisation email to the PHP/Treating Physician and Central Pharmacy ([centralpharmacy@health.qld.gov.au](mailto:centralpharmacy@health.qld.gov.au)) with [NDPC@health.qld.gov.au](mailto:NDPC@health.qld.gov.au) in copy.
10. **For Non-Prepositioned items:** CDB confirms with the PHP/Treating Physician that release of the items has been authorised and sends copy of the authorisation to the PHP/Treating Physician.

## Dispatch process for prepositioned items

### Dispatch process for items prepositioned at Central Pharmacy

11. During office hours the PHP/Treating Physician contacts the relevant Hospital and Health Service Pharmacy to arrange for release of the National Medical Stockpile item from Central Pharmacy.
12. After hours the PHP/Treating Physician contacts Central Pharmacy's On-Call Pharmacist via the Royal Brisbane and Women's Hospital switch on (07) 36468111.
13. Central Pharmacy will include in the dispatch the product information insert/guide (directions for use and storage requirements) with the item.
14. CDB and Central Pharmacy are to be kept informed of the usage; return and/or disposal of all National Medical Stockpile items. Any unopened National Medical Stockpile items at the hospital must be returned to Central Pharmacy at the end of the event.
15. CDB will follow-up deployments to Hospital and Health Services until the event is closed and notify Stockpile Ops via email of the quantity of the National Medical Stockpile items dispatched, used and remaining stock levels so that the stock can be replenished. The frequency of this will be determined by CDB and Stockpile Ops.

### Dispatch process for items dispatched directly from National Medical Stockpile to a Hospital and Health Service.

16. The National Medical Stockpile will organise the dispatch of the requested items to the relevant hospital pharmacy via their Prime Vendor<sup>2</sup> (PV).
17. The PHP/Treating Physician discusses with the receiving facility e.g. the hospital pharmacy, the receipt and appropriate storage of the requested items from the NMS.
18. During transit from the National Medical Stockpile to the appropriate facility the National Medical Stockpile will advise CDB of the transportation and delivery details with updates of progress provided on-route.
19. CDB will keep the Treating Physician/PHP updated of the arrangements.
20. The National Medical Stockpile will include in the dispatch the product information insert/guide (directions for use and storage requirements) with the item.
21. On arrival at the facility the nominated contact person will be required to sign for receipt of the requested items. A copy of the signed receipt is returned to the Transport Company and a copy should be kept at the receiving facility. For items transported in cold chain, the packaging and gel packs should be kept as collection of these will be arranged at a later stage by the National Medical Stockpile. The cold chain register must be checked to ensure no breaks occurred during transportation.
22. The receiving facility is to inform both the Treating Physician/PHP and CDB<sup>1</sup> that the items requested have been received and are appropriately stored.
23. CDB completes the 'deployment complete' notification process by emailing the National Medical Stockpile and confirming that the supplies have been received.
24. CDB are to receive regular updates of the usage of all National Medical Stockpile items.
25. CDB will follow-up deployments to Hospital and Health Services until the event is closed and notify Stockpile Ops via email of the quantity of the National Medical Stockpile items dispatched, used and remaining stock levels. The frequency of this will be determined by CDB and the National Medical Stockpile.
26. At the end of treatment, any unopened National Medical Stockpile items must be returned to the hospital's Pharmacy until arrangements can be made for the remaining stock to be retrieved.
27. CDB to discuss and coordinate the return of any unused items with the NMS and the hospital pharmacy as appropriate.

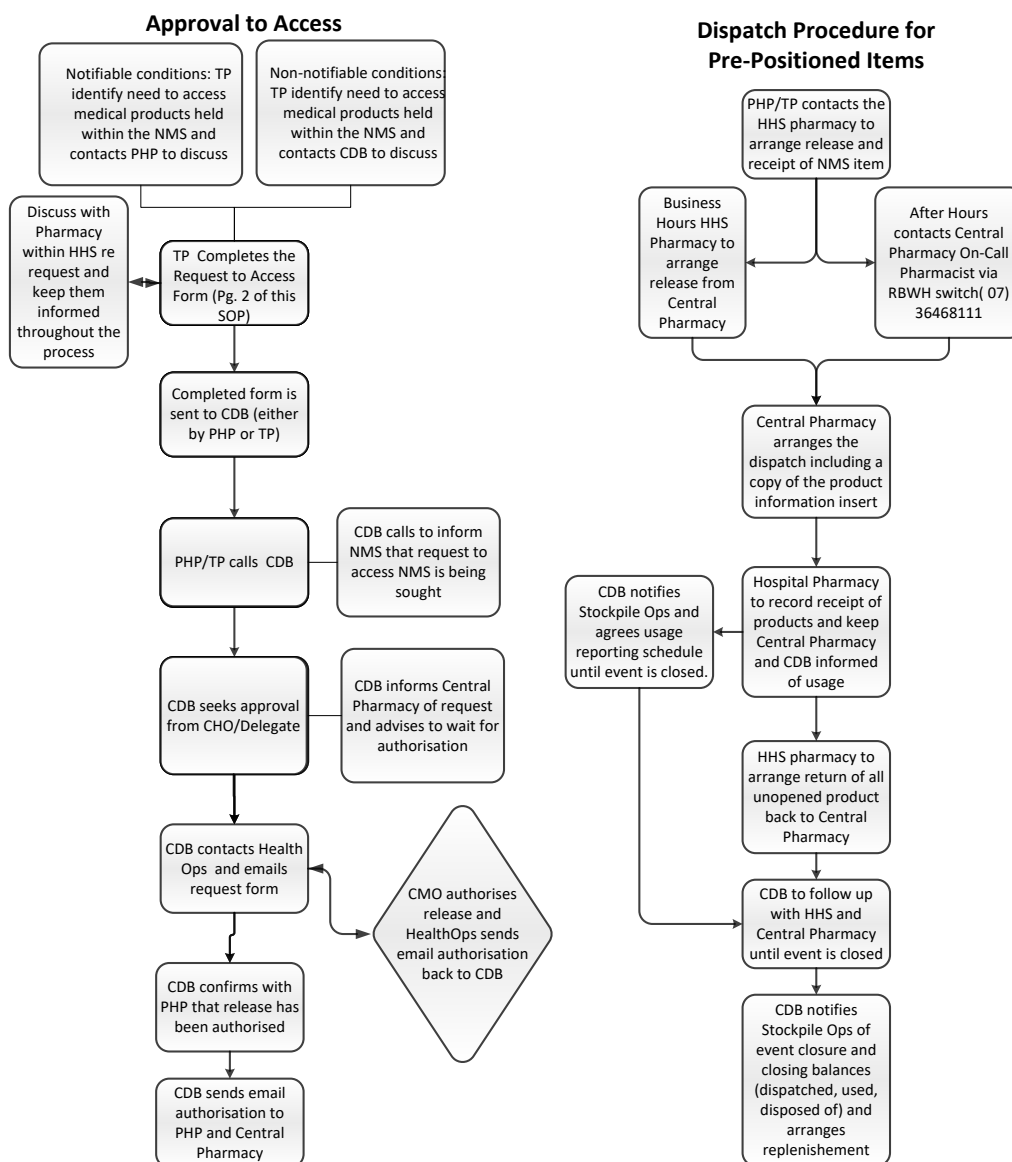
---

<sup>2</sup> The Prime Vendor (PV) is the courier contracted by the Commonwealth Department of Health to dispatch supplies from the National Medical Stockpile to the various jurisdictions.

## Related contact details

- Public Health Unit <https://www.health.qld.gov.au/system-governance/contact-us/contact/public-health-units/>
- Communicable Diseases Branch on (07) 332 89753, email ndpc@health.qld.gov.au (email not manned 24/7)
- Central Pharmacy (07) 31208500
- On Call Pharmacist via the Royal Brisbane Women's Hospital switch on (07) 36468111.

## Access and dispatch flowchart for prepositioned items



Acronym	Meaning	Acronym	Meaning
CDB	Communicable Diseases Branch	NMS	National Medical Stockpile
CDIM	Communicable Diseases & Infection Management Unit	PHP	Public Health Physician
CMO	Chief Medical Officer	RBWH	Royal Brisbane Women's Hospital
HHS	Hospital and Health Service	TP	Treating Physician

Standing Operating Procedure: Accessing Medicinal Products held in the National Medical Stockpile

Division name: Communicable Diseases Branch

Guideline owner: Wendy Morotti

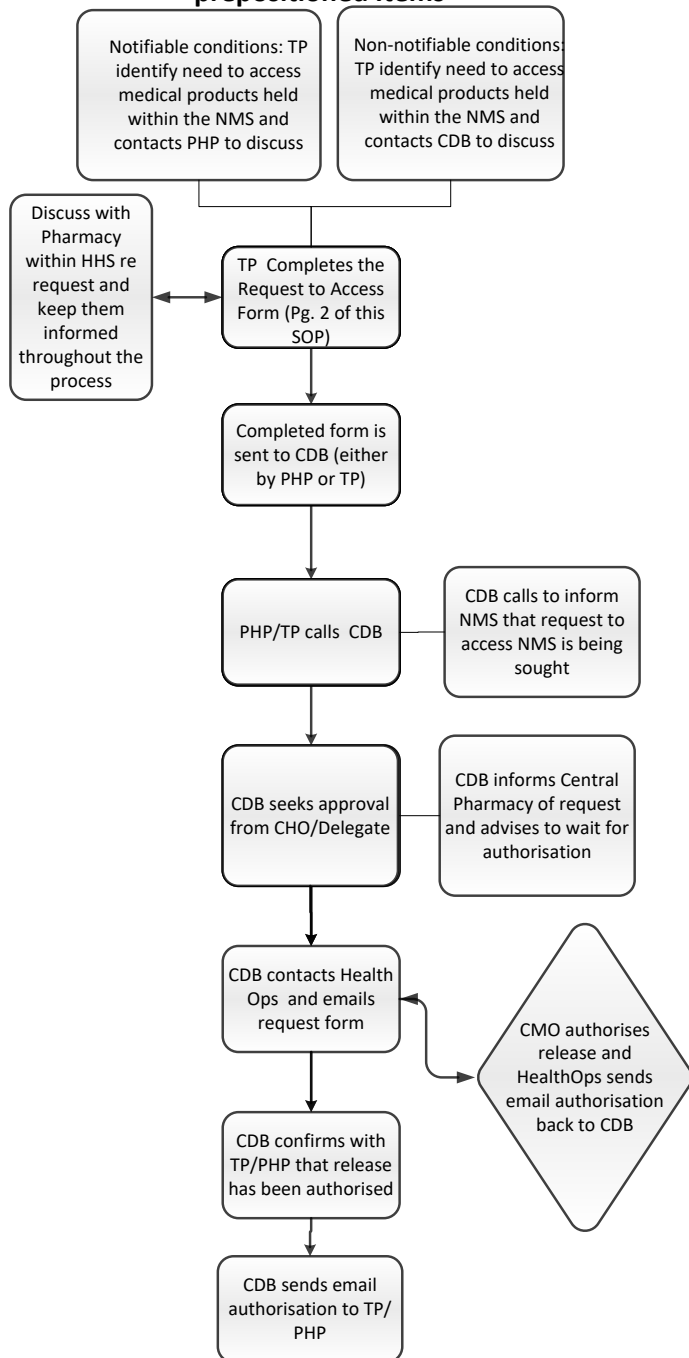
Effective date: 21 08 2017

PRINTED COPIES ARE UNCONTROLLED

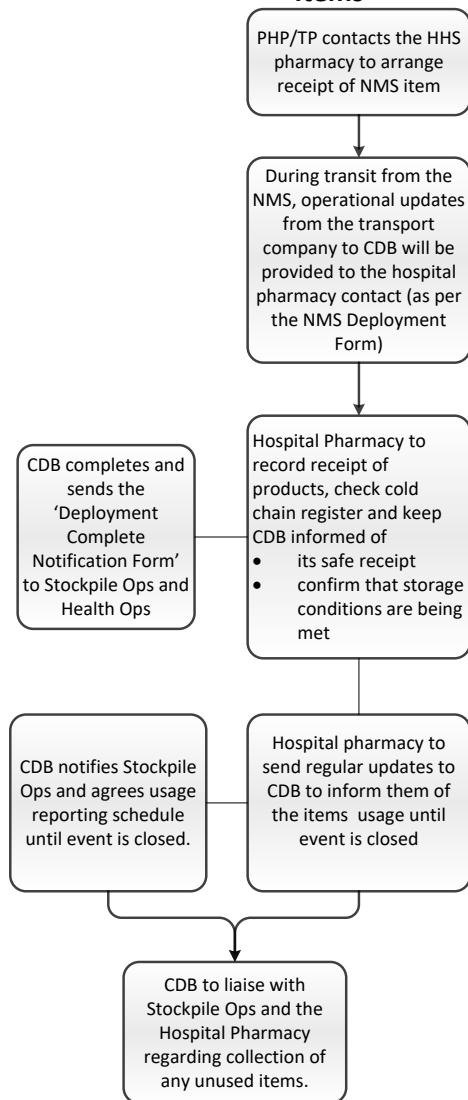
Page 3 of 5

## Access and dispatch flowcharts for of non-prepositioned items

### Approval to Access Non-prepositioned Items



### Dispatch Procedure for Non-Prepositioned Items



Acronym	Meaning	Acronym	Meaning
CDB	Communicable Diseases Branch	NMS	National Medical Stockpile
CDIM	Communicable Diseases & Infection Management Unit	PHP	Public Health Physician
CMO	Chief Medical Officer	RBWH	Royal Brisbane Women's Hospital
HHS	Hospital and Health Service	TP	Treating Physician

Standing Operating Procedure: Accessing Medicinal Products held in the National Medical Stockpile

Division name: Communicable Diseases Branch

Guideline owner: Wendy Morotti

Effective date: 21 08 2017

## Request to access the National Medical Stockpile form



**Australian Government**  
**Department of Health**

**REQUEST TO ACCESS THE NATIONAL MEDICAL STOCKPILE**

<b>Date:</b>	[Insert Date here]	<b>Total Pages</b>	
--------------	--------------------	--------------------	--

<b>To:</b>	ATTN: Chief Medical Officer  Department of Health and Ageing Office of Health Protection C/- Health Emergency Management Branch National Medical Stockpile	<b>Phone:</b>	02 6289 3030
		<b>Facsimile:</b>	02 6289 3040
		<b>Email:</b>	<a href="mailto:health.ops@health.gov.au">health.ops@health.gov.au</a>
		<b>CC:</b>	<a href="mailto:stockpile.ops@health.gov.au">stockpile.ops@health.gov.au</a>

<b>From:</b>	[Insert Agency or Jurisdiction name here]  Contact Name: [Insert name here]	<b>Phone:</b>	
		<b>Facsimile:</b>	
		<b>Email:</b>	

<b>Product:</b>	<b>Description:</b>	<b>Quantity:</b>	<b>Receiving Site Address (s):</b>	<b>Contact Name and Number: (Receiver)</b>
Pharma	e.g: Tamiflu 75mg	e.g: 200	e.g: 10 Smith St, Smithfield NSW 3047	e.g: Bill Smith 04xx xxx xxx
<b>Additional Instruction or Information:</b>				

<b>Reason the items are required:</b>	e.g: Existing stock is expired / Restock required / Incident (Details of Incident).
<b>Authorised Delegate or Official Name:</b>	<b>Sign:</b>  <b>Date:</b> / /20
<b>Position:</b>	