The courier service should be used when a palliative care patient/carer can not travel or it is a burden to do so.

**Urgent prescription non-Network Pharmacy**

Please refer to the ‘Providing safe and effective palliative care’ flow chart in this section.

1. **Confirm urgency of prescription.**
2. **Check the prescription:**
   - **YES**
   - **NO**
3. **Arrange for a new prescription.** If needed, contact Network Pharmacy to organise courier to uplift new prescription.
4. **Medicine(s) In stock.**
   - **Urgent delivery to patient required.**
   - **Prioritise and dispense as soon as possible.**
   - **If unable to deliver yourself, contact Network Pharmacy to organise courier to collect dispensed medicine(s) from your pharmacy and deliver to patient.**
5. **Medicine(s) not In stock but available from Network Pharmacy.**
   - **Is the most appropriate option for the Network Pharmacy to dispense the prescription?**
     - **YES**
     - **NO**
6. **Network Pharmacy will organise courier to collect prescription from your pharmacy and deliver to them.**
   - **Network pharmacy will also arrange delivery to the patient.**

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