

## Hepatitis C testing service - Frequently Asked Questions

**Q. Can I provide a Hepatitis C test to a patient for whom we supervise their consumption of medication as part of a treatment programme if I know that they are still injecting?**

No. Patients who are already in treatment for substance use will be offered testing via the drug treatment service. They are not eligible for a test via the community pharmacy service.

**Q. Will I be supplied with the test kits to provide the service?**

No. Contractors will need to source the InTec Rapid Anti-HCV Test POCT test themselves via the UK supplier (contact details above) or a wholesaler. The contractors will be reimbursed at the manufacturer's list price as part of their payment claim for a completed test.

**Q. How much are the tests?**

A. £5 + VAT each and they are in boxes of 10.

**Q. Are there any delivery charges?**

A. £14 + VAT per order – this is signed for next working day delivery.

**Q. Do pharmacy contractors need to set up a new supplier account?**

A. Yes – to get an account set up and to order kits follow the below steps:

1. Complete page 1 only of the account set up form and return this to [orders@matrixdiagnostics.co.uk](mailto:orders@matrixdiagnostics.co.uk); and
2. Include in the email the following: The product code **MHCV**. How many boxes of kits you would like to order.

The order will then be processed and sent out.

**Please note** that once an account is set up, contractors ordering will not need to complete this form again and can just email to order more boxes of tests as and when required.

**Q. Once ordered how long do they take to arrive at the pharmacy?**

A. All orders sent in to Matrix Diagnostics by 2pm will arrive the next working day.

**Q. Are there any returns or refund policies?**

A. No. Matrix Diagnostics do not accept returns or refunds of these kits.

**Q. Do I need written or verbal consent from the PWID for this service?**

Verbal consent is all that is required, but contractors can collect written consent if they wish.

**Q. How often should a PWID be tested for Hepatitis C?**

If a PWID has previously been tested and the result was negative, it is recommended that they are retested 6 months later.

**Q. My staff member wants to be vaccinated against Hepatitis B to minimise their risk when providing the service. Who is responsible for covering the cost of Hepatitis B vaccination to protect staff providing the service?**

The responsibility to provide an appropriate occupational health service, including Hepatitis B vaccination, sits with the employer of the staff.

**Q. The service specification says that where a pharmacy temporarily or permanently ceases to provide the service, they should, as soon as possible, update their NHS website profile to reflect that the service is no longer available. If my pharmacy is not**

**able to provide the service for a day or so, do we still need to amend our NHS website profile?**

No. in those circumstances there is no need to update the profile.