

Normalizing Naloxone in Pharmacy Practice



The Goal:



Get naloxone kits to as many people who may need them as possible.

The Challenge:



Stigma gets in the way. Many pharmacists are afraid to offer naloxone kits and many patients are afraid to ask for one.

The Solution:



Normalize naloxone by offering a kit to every patient with an opioid prescription.



How? Try a conversation starter!

“Have you heard about naloxone? I offer it to every patient who has an opioid prescription.”



Get in the habit of saying the same thing each time to make it routine!



Remember, words matter.

Use terms like **person who uses drugs**, **substance use disorder**, and **problematic/harmful use**. Avoid more stigmatizing words like addict, dirty, and drug abuse.



More practical tips:

- ✓ Make the kits easily visible
- ✓ Put naloxone signage in the pharmacy, including patient naloxone request cards
- ✓ Set up your telephone/online refill system to include a naloxone refill/request option
- ✓ Document on every opioid prescription that naloxone was offered and if the patient accepted a kit
- ✓ For patients who have naloxone kits, set up an auto refill 2 years from expiry
- ✓ Make it a team effort - involve pharmacy assistants and technicians



Some people will say no to naloxone. Not everyone feels they're in a position to use a kit. Offer them a pamphlet to take home. For people who are particularly at risk, you may need to be more direct: “I strongly recommend that you have a kit at home.”