

## SATISFACTION OF PATIENTS WITH PHARMACEUTICAL TELECARE

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### BACKGROUND AND IMPORTANCE

The current COVID-19 pandemic has resulted in the need to bring the medication closer to patients treated in the Outpatient Units (OPU) and with it the pharmaceutical telecare (PT) to avoid their visit to the hospital.

### AIM AND OBJECTIVES

To analyse the degree of satisfaction of patients treated in the OPU after implantation of the PT procedure.

### MATERIALS AND METHODS

April 2020



PT was performed in those patients who had been sent home medication and who according to pharmaceutical criteria was necessary

#### Pharmaceutical criteria

- ✓ Initiation of treatment
- ✓ Second dispensation
- ✓ Change of treatment
- ✓ Complicated pattern
- ✓ Adhesion control

May 2020



A closed response satisfaction survey was prepared with the following items

#### Items

- ✓ Sex and age
- ✓ Pathology
- ✓ Opinion that deserves PT
- ✓ Possibility of alternating the face-to-face visit with PT
- ✓ Preference between phone call or video call
- ✓ Opinion on the information provided by the pharmacist (clarity, resolution of doubts)

The surveys were conducted by telephone by OPU pharmacists, and clinical data were obtained from the external patient dispensing program

Responses to the degree of satisfaction were measured by an ordinal scale: very good, good, regular, bad, and very bad

### RESULTS



85 patients randomly selected



52,9%

Median age: 53 years (10-92)

- ✓ Most of the pathologies were viral pathologies (29.4%) and malignant neoplasms (28.2%)
  - ✓ 97.6% of the patients considered PT service as "good" or "very good," and 98.8% considered the information provided as "good" or "very good"
  - ✓ 100% considered appropriate to alternate face-to-face visit with PT
  - ✓ Media preference: 50.6% indifferent, 41.2% phone call, 8.2% video call

### CONCLUSIONS

- ✓ PT and the information provided in it was evaluated positively by most of the patients. All patients considered it appropriate to alternate the face-to-face visit with PT
- ✓ Around half of the patients would prefer a PT over the phone over a video call