

SATISFACTION AND INDIRECT IMPACT OF AN OUTPATIENTS' TELEPHARMACY PROGRAMME

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BACKGROUND AND IMPORTANCE

Telepharmacy program (TPP) started in December 2019 delivering medication to primary healthcare centers through a pharmaceutical telephone care service from Hospital Pharmacy. Outpatients from all pathologies were included except onco-hematology, and erythropoietins patients.

AIM AND OBJECTIVES

To evaluate outpatients satisfaction on TPP and its indirect impact on work and family conciliation.

MATERIAL AND METHODS

A random survey was conducted from September 15, 2020 to October 1, 2021 to patients included in TPP.

- ✓ **Inclusion criteria:** adult over 18 years old and a TPP user during 6 or more months.
- ✓ **Socialdemographic data:** sex, age, studies, work situation
- ✓ **Questions Likert-type** about satisfaction with TPP: most and least valued TPP feature, frequency of dispensing prior to inclusion, and time spent on going face-to-face consultation at hospital pharmacy.

To evaluate indirect impact of TPP service, working time gained per patient and year was calculated, especially the time gained in labor-active patients.

RESULTS

97 patients participated from 284 patients included in TPP

53,6% men,
59,8% over 50 years old,
73,2% with basic studies or without studies,
35% employment

75,3% patients attended the pharmacy service monthly before inclusion in TPP, once included, 56,7% had received medication at primary care center 4 times or more at the time of the study.

92,7% of surveyed patients rated TPP satisfaction with the highest score

- Time and/or economic saving (62,9%)
- Pharmaceutical care received (20,6%)
- Family or work conciliation (both 13,4%)
- Days and time slot established to dispense medication in primary healthcare centers (18,5%)
- Confidentiality in the delivery (6,2%)

- Surveyed patients required on average 89,5 minutes to go and come back from hospital
- Among labor-active patients average on face-to-face consultations were 87 minutes.

The inclusion in the TPP allows an average of 17,4 hours/ patient /year working time gained.

CONCLUSION AND RELEVANCE

TPP obtains a high degree of satisfaction in hospital outpatients, showing a saving on indirect cost between employment patients, where time and economic trip saving were the benefits most valued by users. However, delivery schedule assignment of medication was the least popular.