

# HOME DELIVERY FOR OUTPATIENTS WITH IMMUNEMEDIATED DISEASES: EXPERIENCE AND PATIENT SATISFACTION

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## BACKGROUND AND IMPORTANCE

- Patients with Immune Mediated Diseases (IMIDs) frequently need therapies from hospital pharmacy.
- Due to COVID-19 pandemic, a home delivery service (HDS) with telepharmacy follow-up was started to avoid unnecessary visits to hospital.

## AIM AND OBJETIVES

- To describe population who accepted the HDS.
- To evaluate their satisfaction about the service.

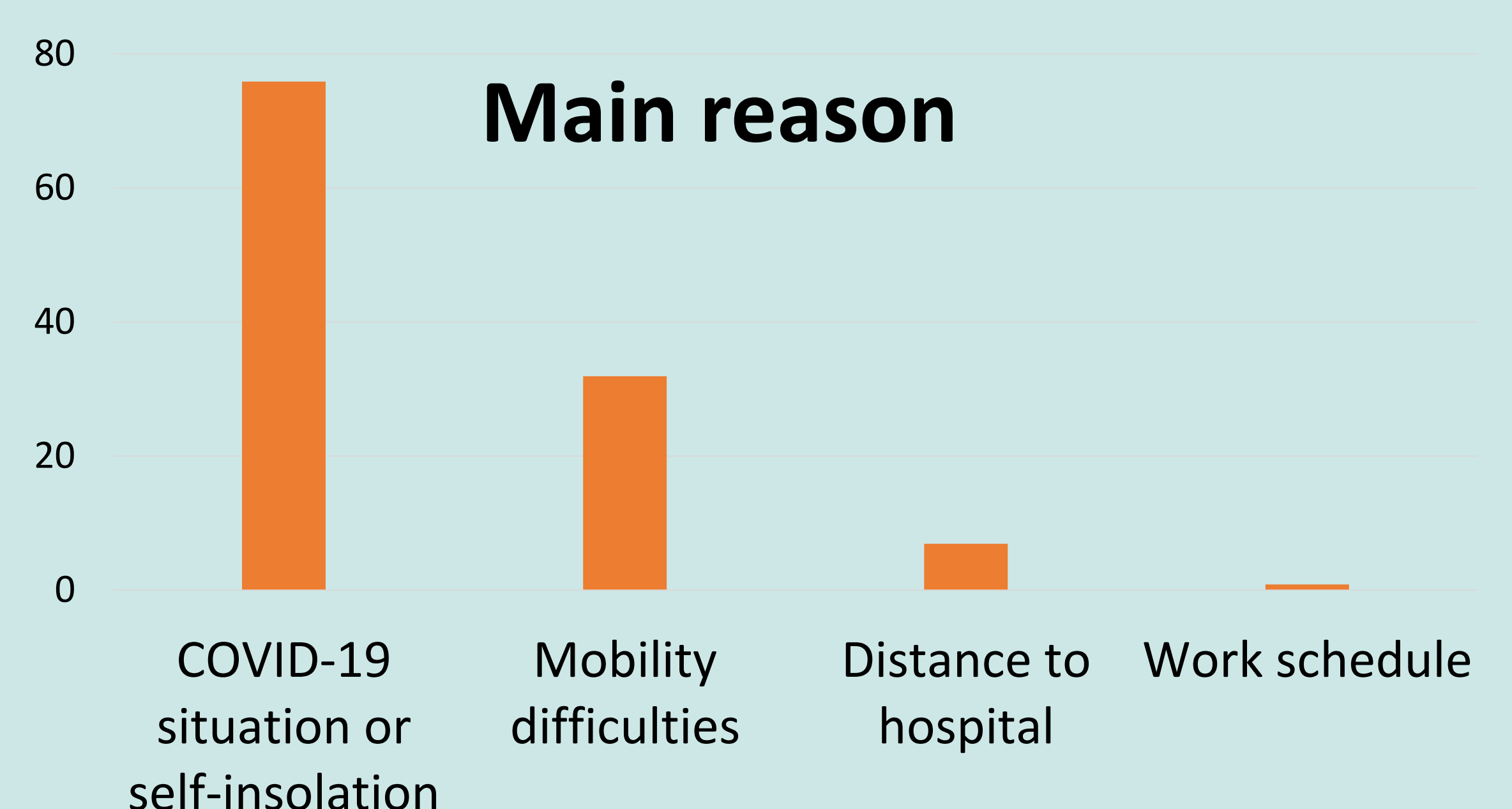
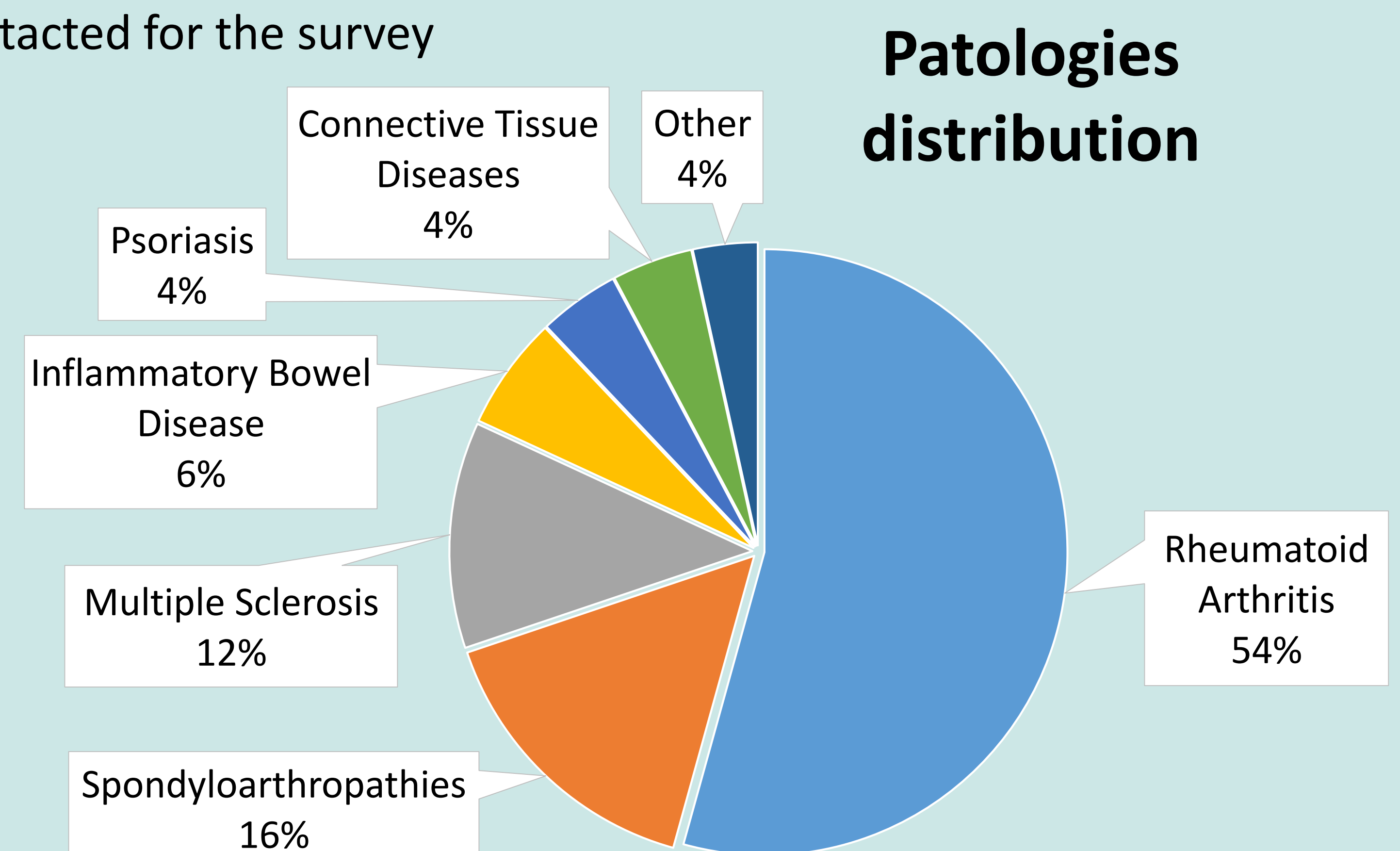
## MATERIALS AND METHODS

- Descriptive retrospective observational study in a cohort of patients with IMIDs who had received HDS.
- Period: February to August 2021.
- Phone surveys valuated Pharmacy Service, transport company and global satisfaction along seven questions (values from 1 to 5).
- Collected data: age, sex, pathology, distance to hospital, number of shipments and satisfaction survey score.

## RESULTS

- 130 patients received HDS (7.23% of IMIDs outpatients) → 116 was contacted for the survey
- 81.9% female. Median age: 74 IQR (65.50-80.00)
- 22.41% patients lived outside of city center
- 84.48% patients were offered the HDS from the hospital pharmacy

Survey score		Average	SD
Pharmacy Service	Pharmacist follow-up	4.93	0.29
	Right medication	5.00	0
	Shipping material	4.98	0.13
Transport company	Carrier treatment	5.00	0
	Schedule compliance	4.86	0.58
	Proper package conditions	5.00	0
Global satisfaction		4.99	0.10



## CONCLUSIONS AND RELEVANCE

- Pandemic situation increased HDS necessity but its continuity is justified specially due to mobility difficulties in older or incapacity people, frequent situation in IMIDs outpatients.
- Home delivery is a service well valued by patients. Even so, telepharmacy follow-up and trying to adapt the schedule of shipping could be points to improve the service.