

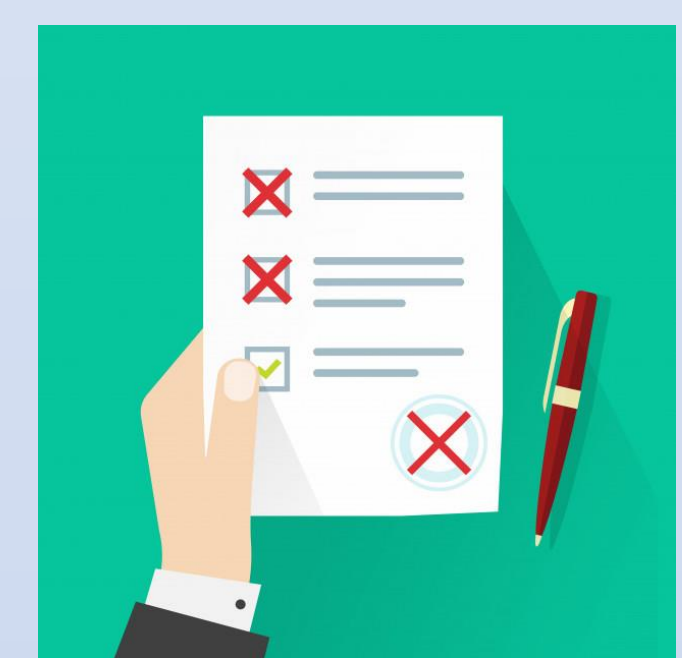
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BACKGROUND

With the arrival of the global SARS-COV-2 pandemic, Hospital Pharmacy Services (HPS) have had to adapt to emerging needs. One of these measures has been the sending of medicines to vulnerable patients who, due to their pathologies, are advised to go to hospitals.

OBJECTIVE

To analyze shipments made during the alarm state and to evaluate the patient's degree of satisfaction.



MATERIALS AND METHODS

Retrospective study of shipments made between March 15-June 21, 2020 in the Outpatient Unit (OPD) of a tertiary hospital.

Programs:

FarmaTools®

Jara Asistencial®



The selected patients were all those who were cited at the OPD, who did not have a face-to-face appointment with the doctor and who accepted the referral.



Anonymous telephone surveys were conducted in which it was assessed by assigning a score from **0 to 10**. Satisfied patient was defined as one whose global score was **higher than 9**.

RESULTS

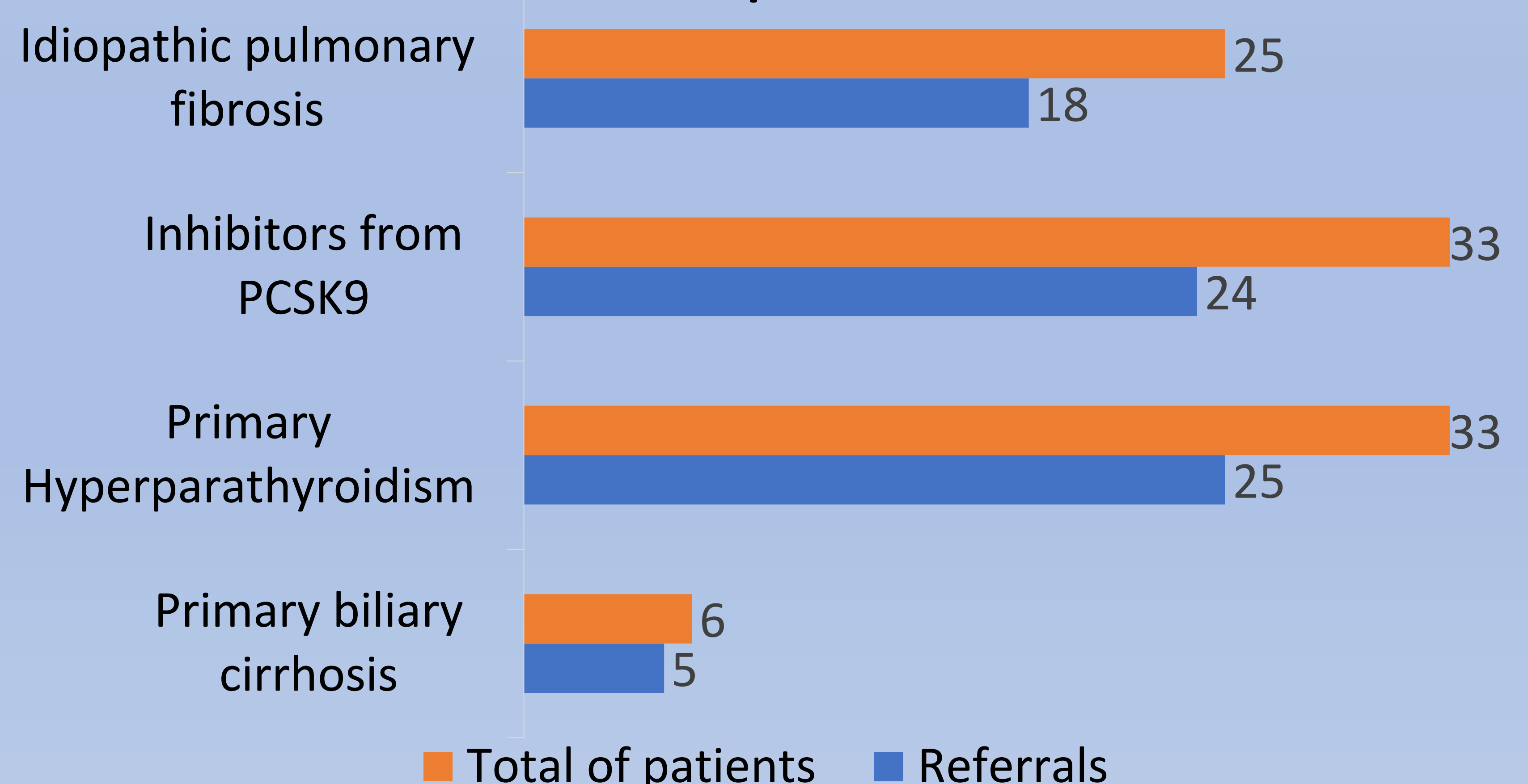
2178 patients cited by HPS

1284 (**60%**) were candidates for referral

53% were finally sent

Mean age: 53.5 years
51,5% women

Pathologies with the highest percentage of referrals with respect to the total of patients:



128 (**64%**) surveys were completed

➤ **Average > 9**

➤ **127 (99,2%)** patients would like to resume the medication delivery service

CONCLUSIONS

Telepharmacy is considered a useful tool for the provision of Pharmaceutical Care, presenting a high acceptance by patients. It would be necessary to assess the inclusion of this service within the HPS offers.

Number: 4CPS-388