

# PHARMACY SERVICE'S ADAPTATION TO THE COVID-19 PANDEMIC: TELEPHARMACY AND HOME DRUG DELIVERY

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## Background and Importance

The health crisis caused by the COVID-19 pandemic has been impacted to Hospital Pharmacy Services (HPS). Our HPS, which belongs to the region's referral hospital, has to adapt quickly to the new circumstances to ensure adequate Pharmaceutical Care (PC) and drug distribution.

## Aim and objectives

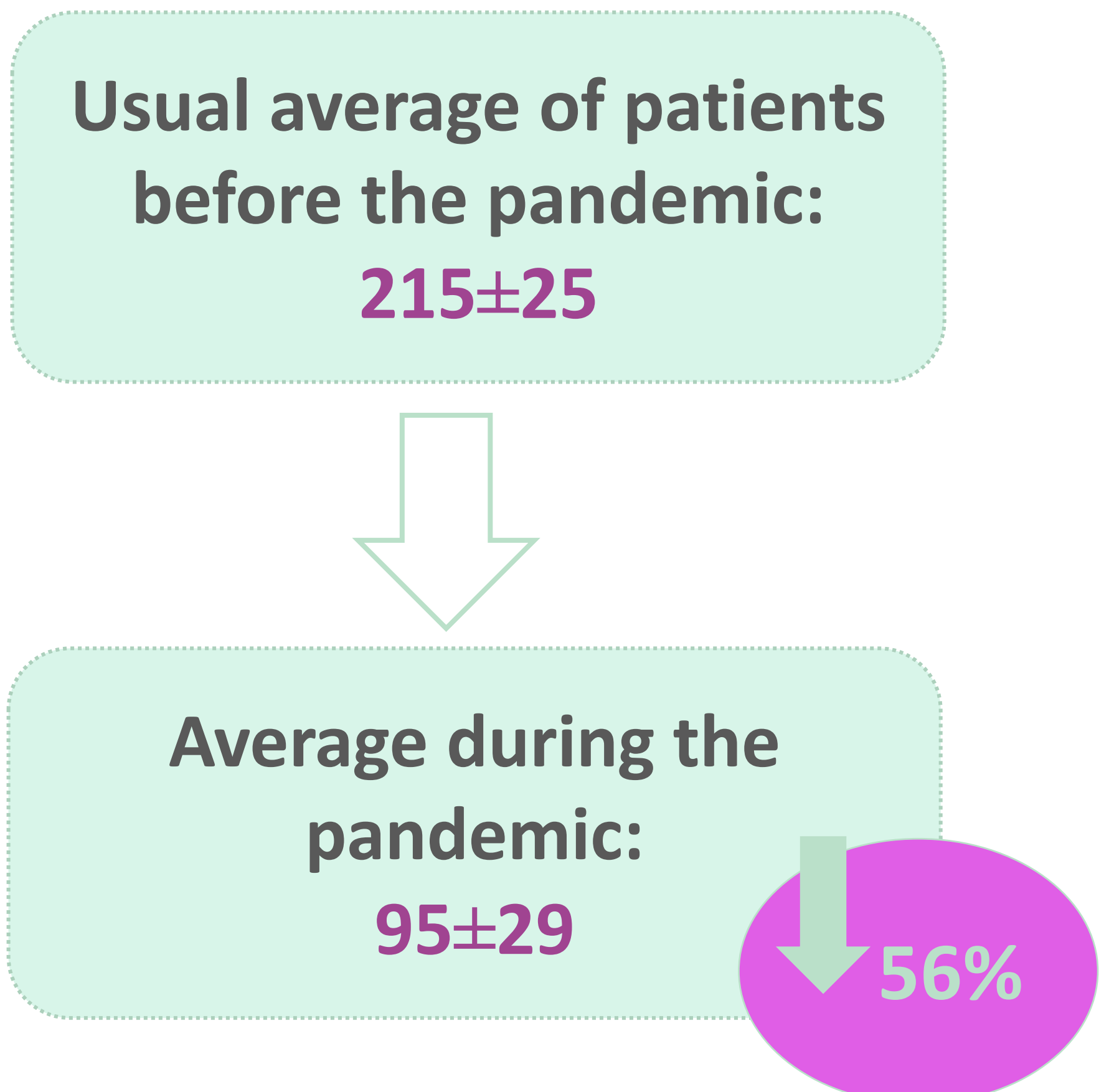
- ✓ Avoid interruption or lack of persistence in the chronic treatment of outpatients during the pandemic.
- ✓ Improve adherence and avoid treatment discontinuations, as well as reduce the spread of the virus and protect patients.

## Material and methods

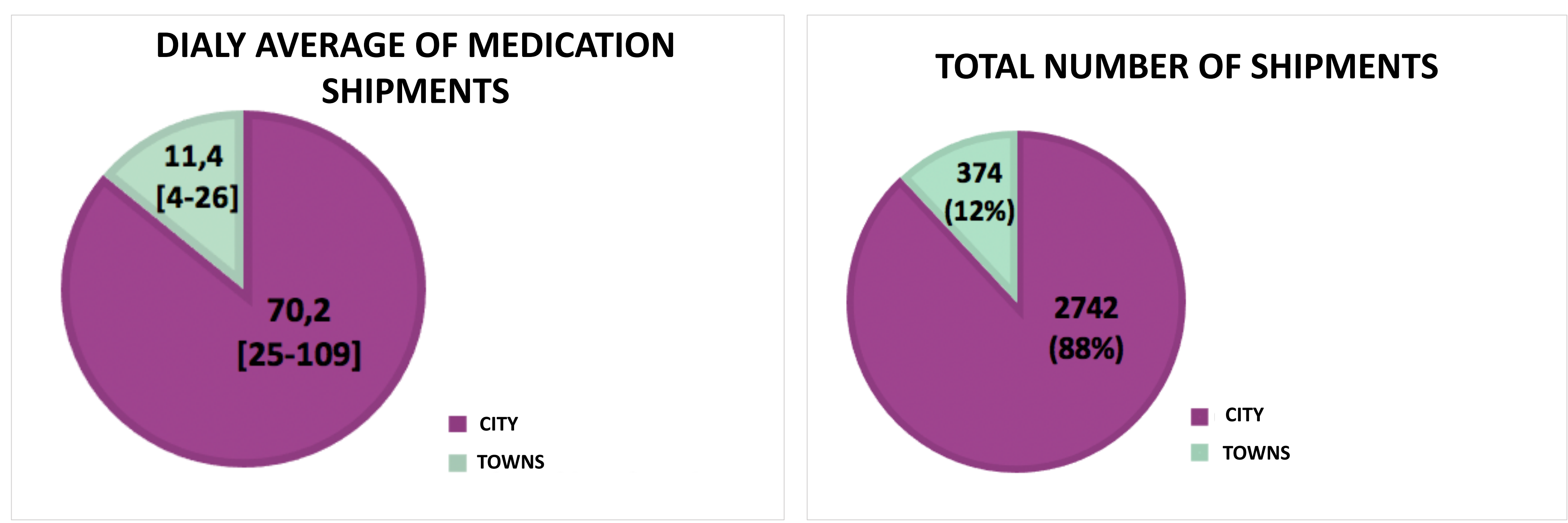
We detected less patients in the hospital's Outpatient Area (OA) and the waiting room didn't allow the recommended social distances.  
 A circuit based on telephone PC was designed to guarantee therapeutic adherence and clinical follow-up, and free home delivery of medication for all patients who gave their consent.



## Results



### FOR EIGHTH WEEKS:



➤ There were no incidents in the dispensing or delivery of the medication

## Aim and objectives

HPS has demonstrated its ability to react and adapt to a health crisis pandemic by urgently adaptation of their procedures. The new circuit implemented has guaranteed an adequate telephone PC to the outpatient, ensuring the continuation of treatment. In addition, a correct and safe distribution of medicines has been achieved.