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TELEPHARMACY PROGRAMME IMPLEMENTATION DURING THE COVID-19 PANDEMIC

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BACKGROUND AND IMPORTANCE

The Covid-19 pandemic has created a new scenario for the dispensing of hospital drugs. Hospital Pharmacy Services had to implement a Telepharmacy program in a record time, in order to bring drugs closer to patients.

AIM AND OBJECTIVES

To measure the impact of a Telepharmacy program in terms of direct and indirect costs and benefits for patients.

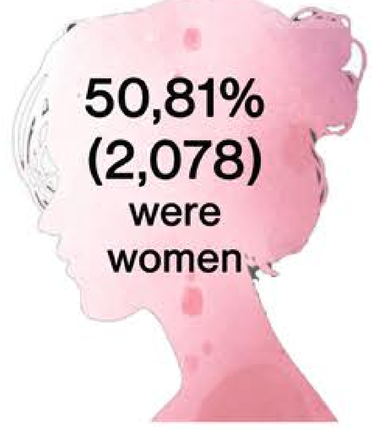
MATERIAL AND METHODS

Retrospective observational study in a tertiary level Hospital, between March and September 2020.
The following variables were collected:
* number of remote dispensings,
*number of patients enrolled in the Telepharmacy program,
*population characteristics,
*drugs and storage conditions,
*average distance,
*direct and indirect costs.

RESULTS

A total of
13,216 remote dispensing
were made related to
4,090 active patient
within the Telepharmacy program

51,21%
of the total number of our outpatients



Median age was 57 (±23) years

44,59% (5,894)
of the total drugs sent were thermolabile drugs

The mean distance of the shipments was 41.7 (0,2-208) km

Establishing the ratio
€ 0,226/km
and *1 visit/2 month*
to the Hospital Pharmacy Service
→ direct cost would mean an average of
€113,04/year
each patient

Establishing the 1 km/ 2 min relationship, the annual indirects costs represent
10.5 working hours

→ **7.7 hours**
as the average travel time

→ **2.8 hours**
as the average waiting time for face-to-face dispensing

CONCLUSION AND RELEVANCE

Telepharmacy has become one more tool for dispensing treatments to outpatients; assuming savings for the patients in travel and waiting times.

The time of confinament due to the pandemic has accelerated the inclusion of patients in this program, reaching more than 50% in 6 month.

No conflict of interest

Hospital Universitario Virgen Macarena