

Perceived experience of patients with human immunodeficiency virus (HIV) after implementing a telepharmacy program.

Casás Fernández X, Vélez Blanco A, Ortega Valín L, Gutiérrez Gutiérrez E, Sáez Villafañe M, Llamas Lorenzana S, Rodríguez Fernández Z, Varela Fernández R, Saéz Hortelano JC, Ortiz de Urbina JJ.
Complejo Asistencial Universitario de León. Pharmacy Service. León. Spain

Background

Telepharmacy promotes continuous and quality health care based on the use of new technologies. Useful in patients with chronic diseases that require a pharmacovigilance programme, such as HIV patients.

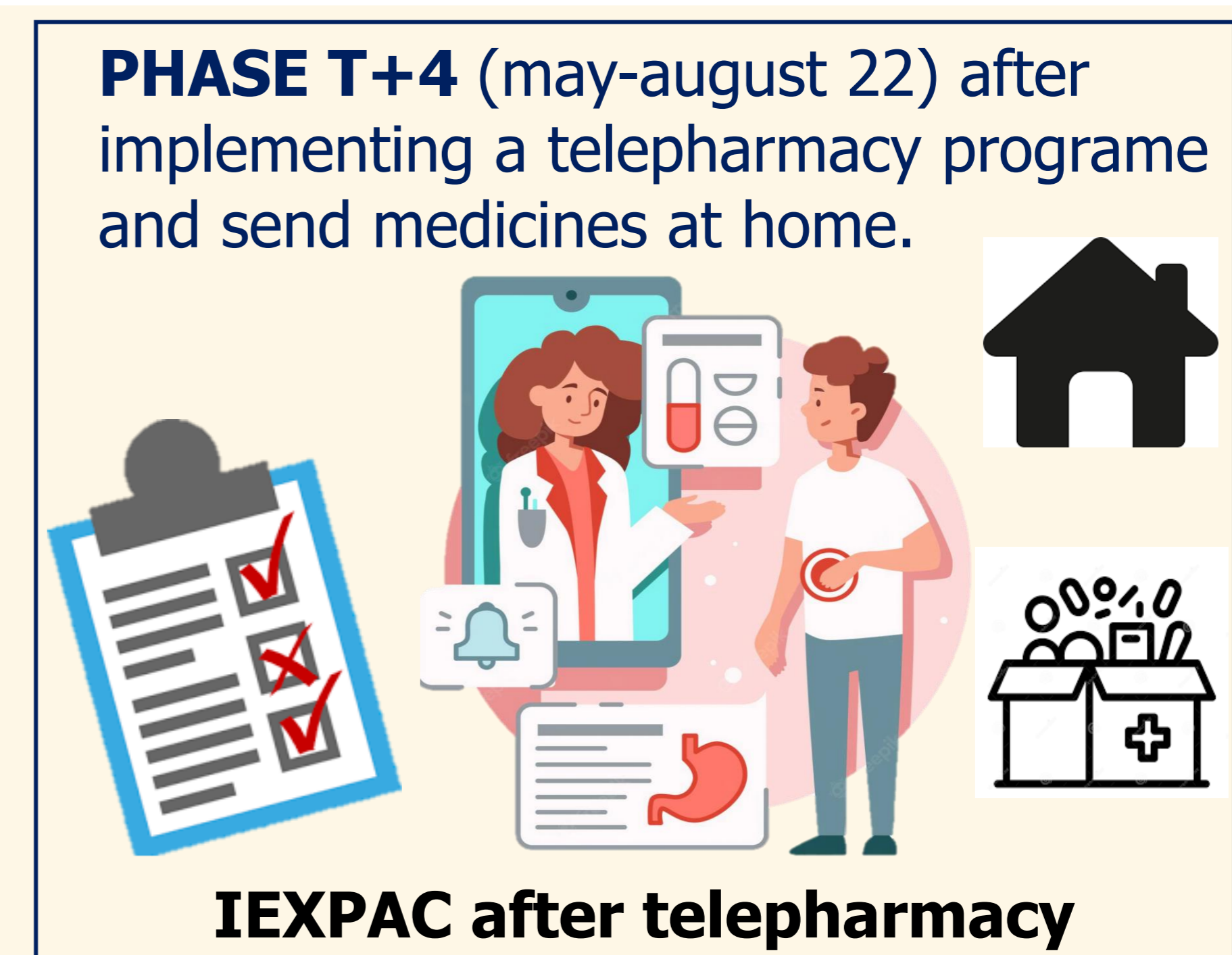
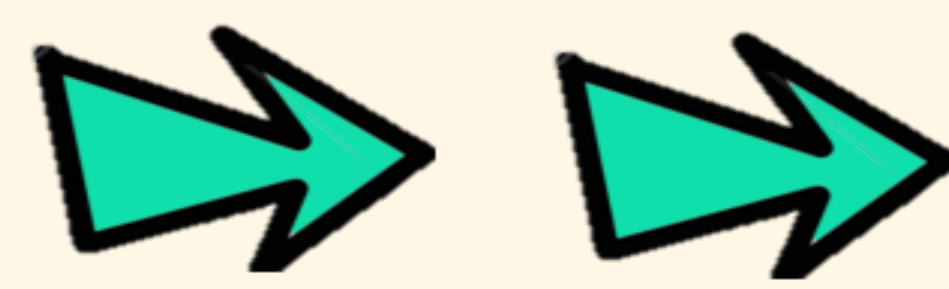
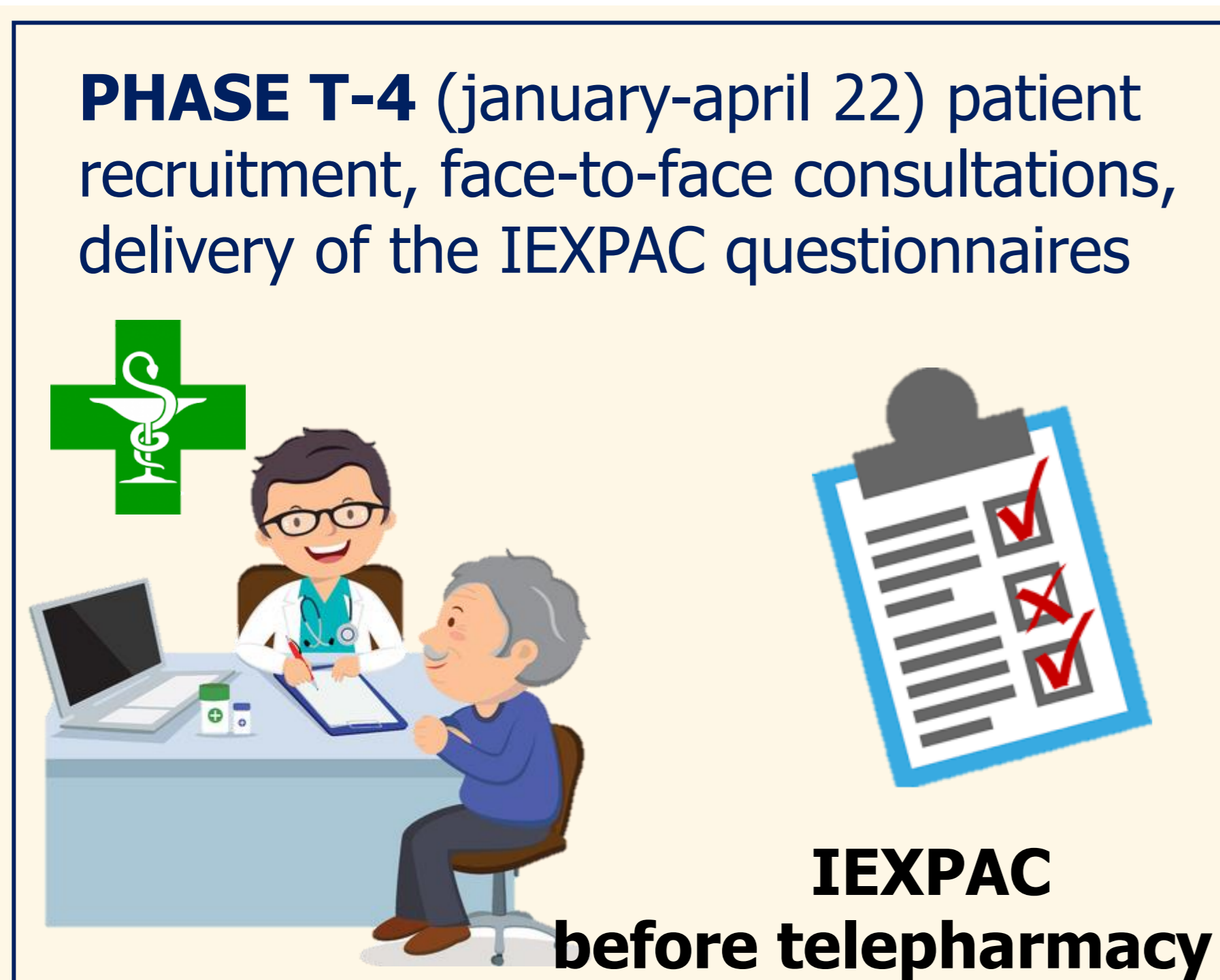
Aim and objectives

To determine if a telepharmacy model, improves the perceived HIV patient experience compared to a traditional (face-to-face) model of health care.

Materials and methods

Prospective observational interventional study (January-August 2022)

N=35 patients HIV and ART, with access to technologies to receive telepharmacy assistance and who gave their consent.

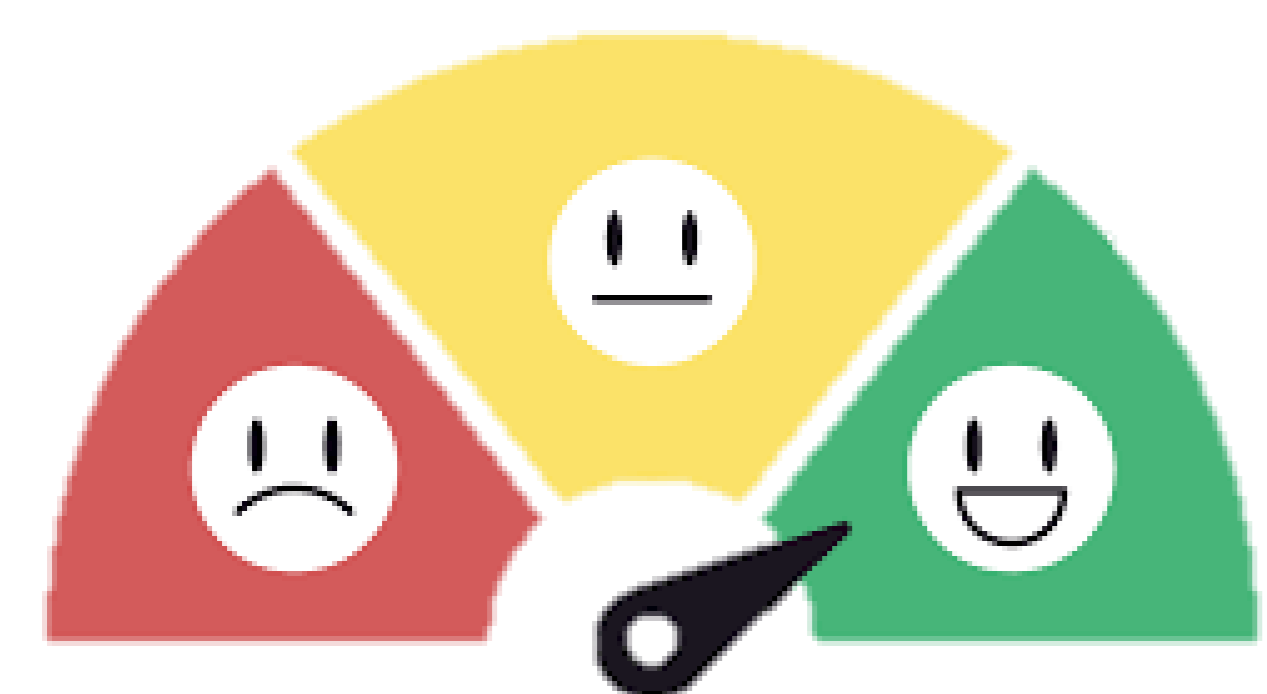


Instrument for the Evaluation of Chronic Patient eXperience (IEXPAC), is a 15-item questionnaire with 11 global questions and 4 conditional questions, which makes it possible to assess the patient's perceived experience of health care.

The Spss® program and wilcoxon test assessed whether there are differences in the IEXPAC (global and conditional) in the same population before and after implementing a telepharmacy program.

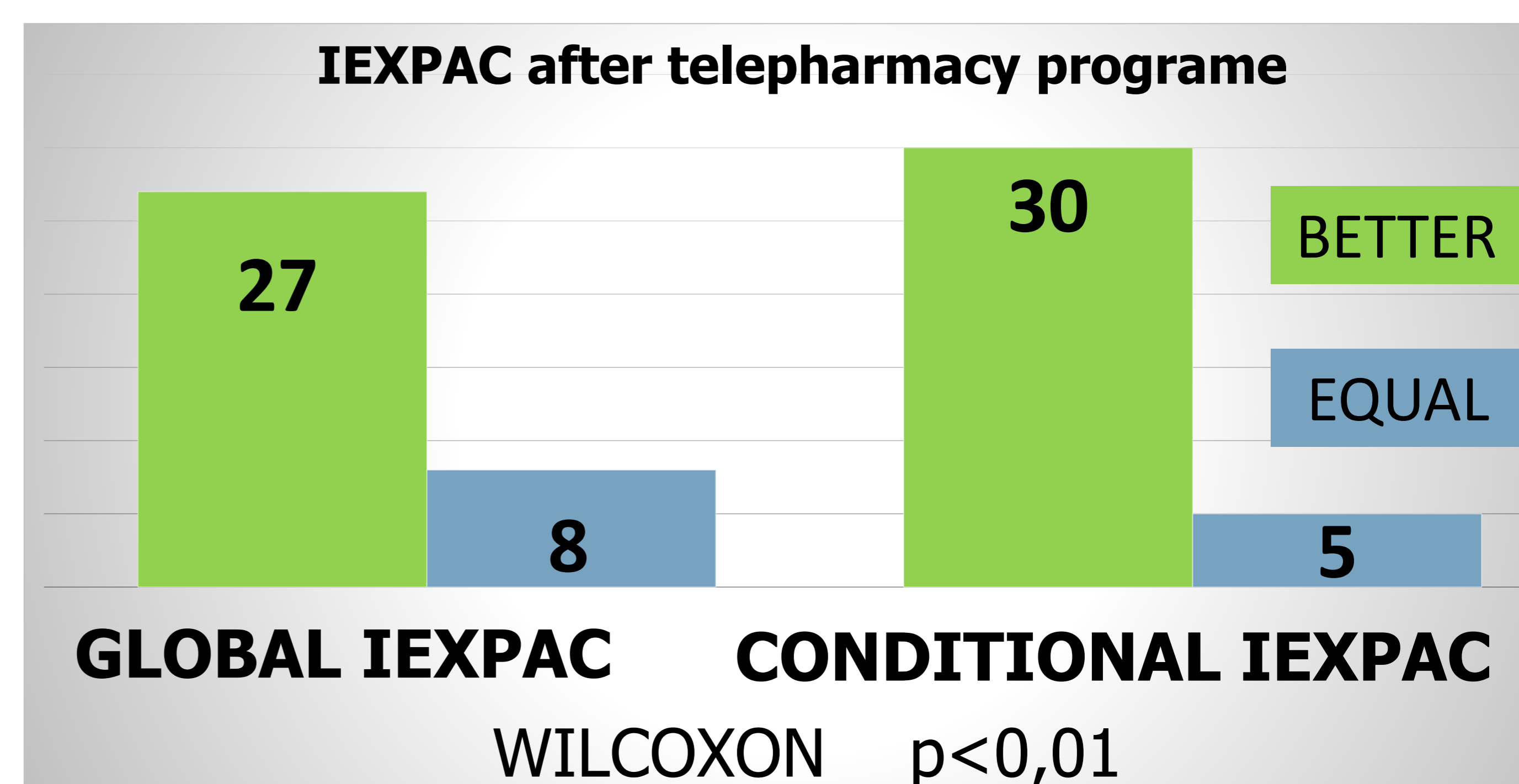
Results

4 telematic consultations were carried out with each patient.



IEXPAC after telepharmacy

35 patients were included (100% male), median age 53 years (31-72), 97.6% took one tablet daily, median disease evolution 17 years (0.5-33)



Conclusions

Telepharmacy programs improves the experience perceived by HIV patients of pharmaceutical care. Telepharmacy could be a useful tool for the control and pharmacotherapeutic follow-up of HIV patients and other pathologies, avoiding unnecessary trips by vulnerable patients who have difficulty in going to the hospital.

