

# HOME DELIVERY AND TELEPHARMACY PROGRAMME: SATISFACTION OF PATIENTS

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## BACKGROUND AND IMPORTANCE

SARS-CoV-2 pandemic → generated new needs in outpatient care of hospital pharmacy. Many of the implemented progress have been maintained.

**Telepharmacy** and **home delivery programs** avoid hospital visits for vulnerable patients (elderly, pluripathology, mobility problems).

## AIM AND OBJECTIVES

To analyse the degree of **satisfaction** of patients included in a **telepharmacy** and **home delivery programme**.

## MATERIAL AND METHODS

- Descriptive retrospective study was conducted.
- Patients included in a telepharmacy and home delivery programme between November 2020 and September 2021
- Electronic clinical history and prescription software Farmatools® → sex, age, pathology, locality, transport conditions of the medication and number of shipments per patient.

A **telephonic survey** was conducted, consisting of **4 questions** about:

1. satisfaction with telepharmacy programme (yes/no)
2. adequate pharmaceutical telephone support (yes/no)
3. medication delivery conditions (correct/incorrect)
4. global assessment (ranged 1-10)

Comments and suggestions were also requested.

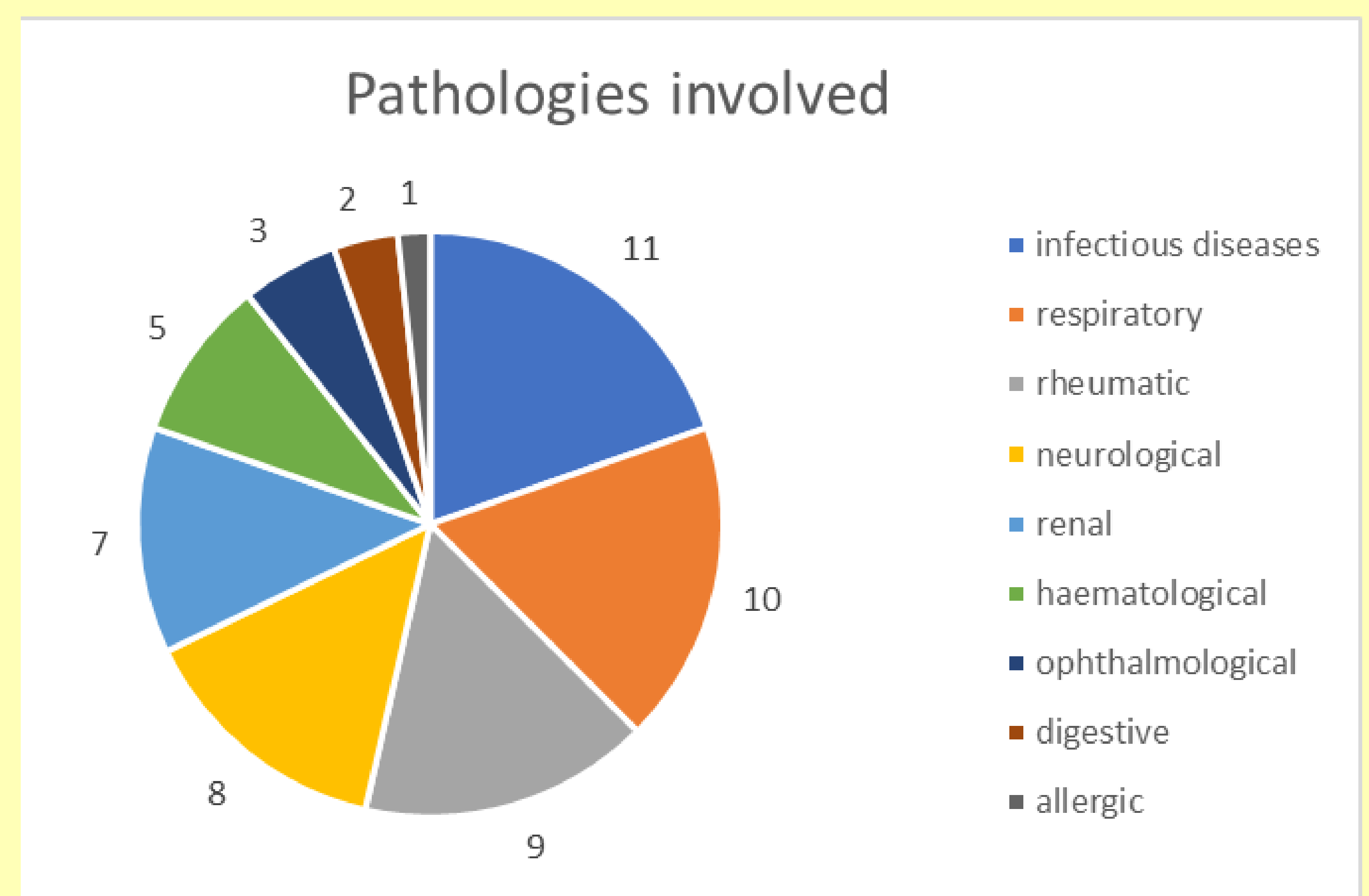
## RESULTS

- 56 patients: 35 (63%) women and 21 (37%) men. Mean age = 65 (37-90) years.
- A total of **456 medication shipments** were delivered during the study period, with a mean of 8 (2-24) per patient.
- The shipments were distributed among **31 different localities** in the same health area.
- The medication for 27 (48%) patients required **refrigerated transport**, and 29 (52%) required **ambient temperature**.

### TELEPHONIC SURVEY:

- ✓ 1 and 2. **All (100%) patients** were **satisfied** with telepharmacy programme and reported an **adequate pharmaceutical telephone support**.
- ✓ 3. **Medication delivery conditions** were considered **correct** to **54 (96%) patients**, and incorrect to 2 (4%).
- ✓ 4. Mean **global assessment score** was **9.6** (8-10).

4 (7%) patients suggested an improvement in delivery conditions.



## CONCLUSION AND RELEVANCE

The survey results indicated a **high degree of satisfaction** of the patients included in the **telepharmacy** and **home delivery programme**. Although this system of pharmaceutical care and distribution of medicines was implemented because of the pandemic, its subsequent maintenance has allowed vulnerable patients to benefit. Further measures could be implemented to improve delivery conditions.