

EXPERIENCE AND SATISFACTION OF OUTPATIENTS IN THE DEVELOPMENT OF A PROGRAMME FOR HOME MEDICATION DELIVERY

M. GUTIÉRREZ LORENZO¹, J. URDA ROMACHO¹, D. RUBIO CALVO¹, C.M. PINTO NIETO¹.

¹HOSPITAL DE PONIENTE, HOSPITAL PHARMACY, ALMERÍA, SPAIN.

BACKGROUND AND IMPORTANCE

Faced with the lockdown caused by Covid-19 since March 2020, we have been reorganizing the external patients department to get medicines to our patients. In order to avoid the displacement of patients to the hospital during the state of alarm, we developed a drug delivery system.

AIM AND OBJECTIVES

To analyze the opinion of patients about the new home delivery program of their medication during the COVID-19 pandemic situation.

MATERIAL AND METHODS

Retrospective surveys were conducted with our patients between April and July (they had received their medication between March 15th and June 30th) with the following questions: sex and age, distance from their home to our hospital, employment situation, score to status of the medication at the time of delivery, punctuality of delivery, willingness to pay for transportation for new shipments and general satisfaction.

RESULTS

A total of 1123 medication deliveries to 751 patients took place of which 123 surveys were conducted with our patients (63% men, with the following age ranges: 18-40 (23.6%), 41-64 (49.6%) and >65 (20.8%).

Most patients (69.1%) lived between 10 and 50 km away from our hospital. A high percentage of patients did not have a job: students, pensioners or unemployed (49.6%).

Our patients scored with an average of 9.87 out of 10 the status of medication (correct temperature, correct expiration date and correct packaging) given to them.

Regarding punctuality, the patients scored with an average of 9.86 out of 10 the punctuality of delivery.

We also ask our patients if they would be willing to pay the transportation costs for shipping their medication. The result was that 74% of the patients strongly or fairly agreed to assume these costs.

Finally, regarding the general satisfaction of our patients in this new system, the result was that 91% were totally satisfied and 9% were quite satisfied. No survey was obtained with the result: quite dissatisfied or not at all satisfied.

CONCLUSION AND RELEVANCE

Based on results, our new outpatient drug delivery program has obtained very good marks in these surveys and it could be an alternative for patients with mobility problems who live far away, in addition many patients would be willing to pay for transportation.