

DELIVERY OF SPECIALISED MEDICINES IN MEDICINE POST BOXES

- a pilot study

This was a pilot study that investigated a method for, and patient satisfaction with, delivery of specialized cost-free hospital medicines via Medicine Post Boxes (MPB) in rural areas.

Results from the study:

A questionnaire was sent to the patients after first medicine pick-up in the MPB. A total of n=175 responded.

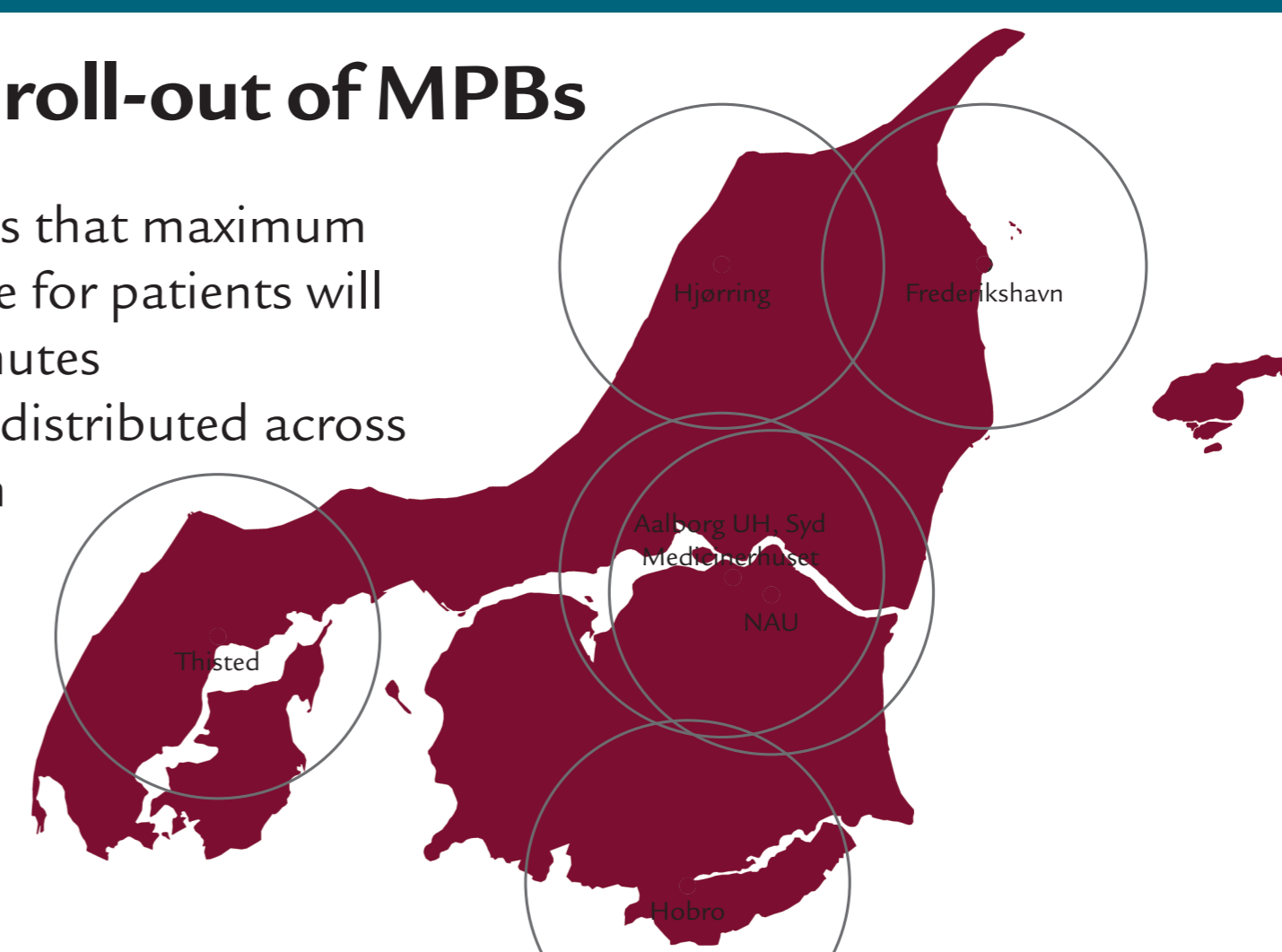
- 99% (n =173) were very satisfied or satisfied with collecting medicines in MTB
- 97 % (n=169) felt use of the MPB was a safe method
- 99% (n =173) wished to use the MPB again
 - i From elaborated answers:
 - ii Reduces time spent on transport, as medicines can be picked up locally
 - iii Increased flexibility - Access to the medicine box is 24/7
 - iv Safe method for medicine collection for at risk patients (e.g. during COVID-19)

A focus group interview was done with participating staff in out-patient clinic. Results from the interview were an experience of/satisfaction with:

- v Increased flexibility
 - vi Clinical controls by phone can easily be moved forward/backward
 - vii Fewer interruptions during opening hours
 - viii not having to handle the practical part of ordering, documenting and handing out medicines
 - ix Saved time can be used on other tasks
 - x Increased patient satisfaction
- Other overall gains:
 - i Good distribution practice is adhered to during transport from the hospital pharmacy to the MPB
 - ii A good solution to overcoming reduced storage capacity in current and future outpatient clinics
 - iii Reduced medicine waste. Smaller portions of medicine are distributed and less is discarded (e.g. by change in treatment regimen)
 - iv Reduced CO2 emission due to decreased transport distance
 - Draw backs
 - i Less personal contact between patients and out-patient staff (worry that some information may be overlooked during phone conversation)
 - ii. Technical difficulties (mainly during the start-up phase)

Plan for roll-out of MPBs

- The goal is that maximum travel time for patients will be 30 minutes
- Six MPBs distributed across the region

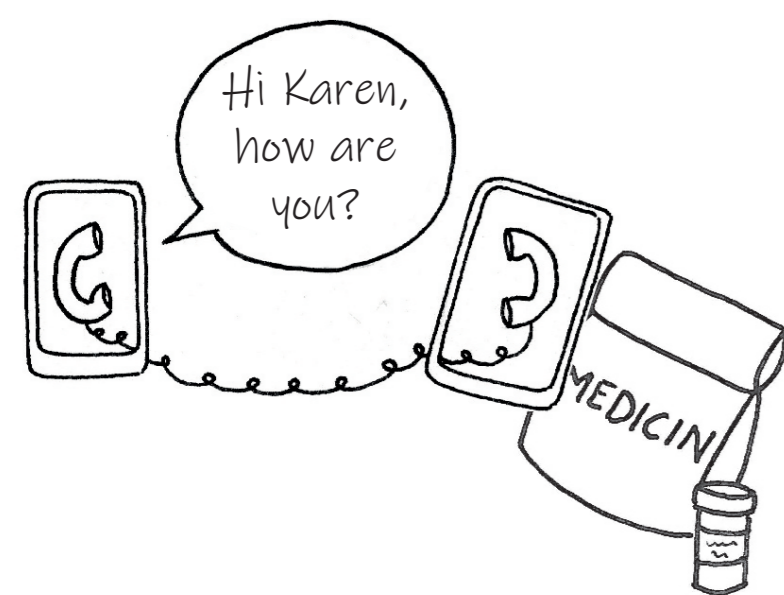


Role of Hospital Pharmacist

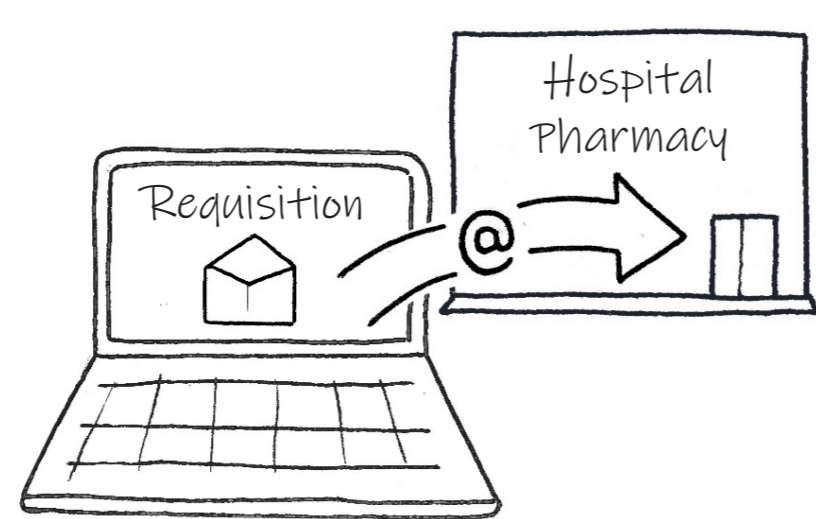
- Interdisciplinary liaison between the clinic and Hospital Pharmacy
- Start-up meetings with the clinic
- Control of requisitions
- Cooperation with the clinic and problem solving
- Training of pharmacy technicians as part of task shifting

Facts concerning the MPB

- 21 rooms for medicine storage at room temperature
- 20 rooms for storage at cold storage
- Temperature monitoring by thermo-logging
- MPB was financed by the Region of Northern Jutland and the Hospital Pharmacy



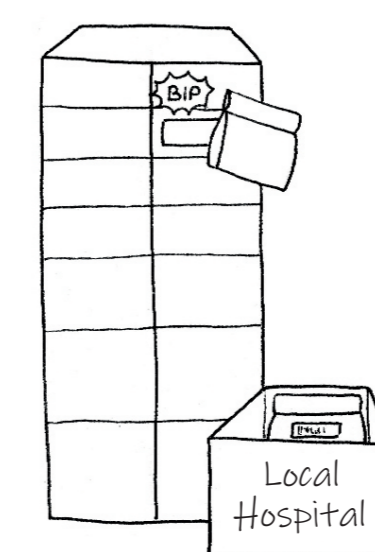
The staff at the outpatient clinic ensure, that the patient needs to continue treatment (e.g. checking up on blood samples, telephone conversation regarding present condition, disease activity, compliance etc.)



Next step: A requisition is sent directly from the patient's electronic medicine card, via a software robot, and sent with secure email to the Hospital Pharmacy



The medicine is registered, packed and transported to the MPB, compliant with GDP regulations



When received at the local hospital an orderly places the medicine in the MPB. When registered by the MPB at text message is sent to the patient with a code for collection (two-factor authentication).



Patients or relatives have four days to pick up the medicine. Access to the MPB is possible 24 hours a day.



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