

DESIGN AND IMPLEMENTATION OF A TELEPHARMACY PROTOCOL IN A THIRD LEVEL HOSPITAL DURING THE CORONAVIRUS PANDEMIC

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What was done?

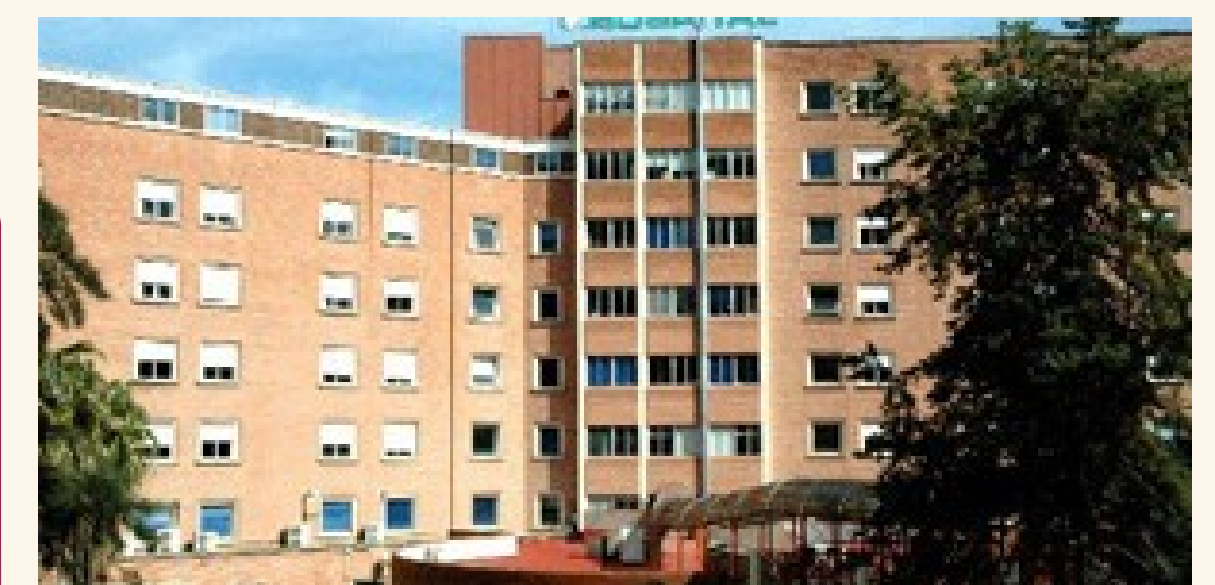
Due to SARS-CoV-2 pandemic situation, we developed a telepharmacy protocol for the outpatients of a Pharmacy Service (PS).

Why was it done?

After the declaration of the national state of alarm due to the **COVID-19 crisis**, the Outpatients Pharmaceutical Care Unit detected the need to design a **telepharmacy protocol**.

This protocol was established with the aim of avoiding patient visits to PS.

Since March 19, 2020, the protocol has been implemented with no interruption.



How was it done?

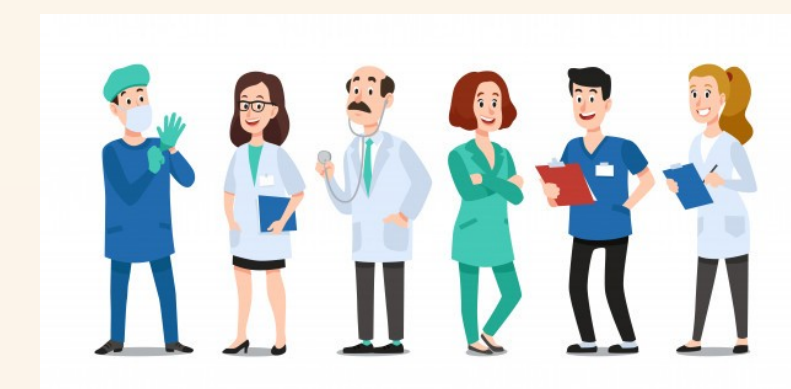
CIRCUIT AND STAGES:

1. Selecting patients candidates for telepharmacy, who were those with an appointment for collecting medication in the PS.

2. Contacting with the patient or the caregiver via telephone to verify treatment adherence and the delivery data and place.

3. Packaging, highlighting the correct identification data and storage conditions.

4. Notifying to the delivery company.



The system was designed so that treatments were delivered by courier service to the **patients' addresses**.



Finally, it was modified to make delivery through **pharmacy offices (PO)**.

What has been achieved?

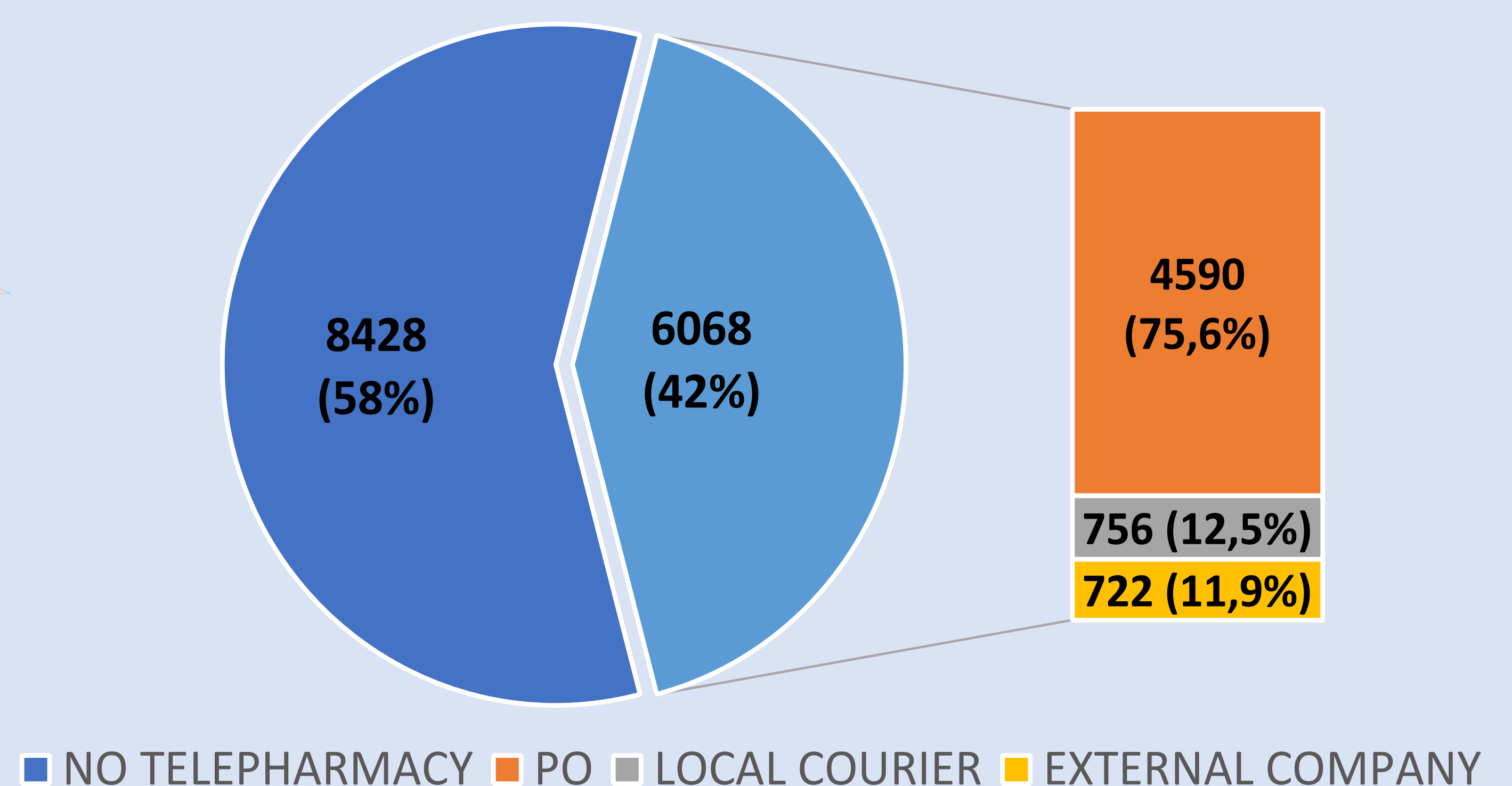
6.068 treatments have been delivered from 19/03/2020 to 30/09/2020: an average of **47 shipments per day**.

We have avoided 42% of hospital visits, thus **minimizing the risk related to the pandemic**.

The change in the delivery system has meant a cost reduction from 10.000 €/month to **0 €/month** with the **pharmacy office system**.



Shipments from 19/03/2020 to 30/09/2020



What next?

- Our telepharmacy protocol is still active.
- We keep working on ways to improve the communication with patients and increase the number of telecare services.