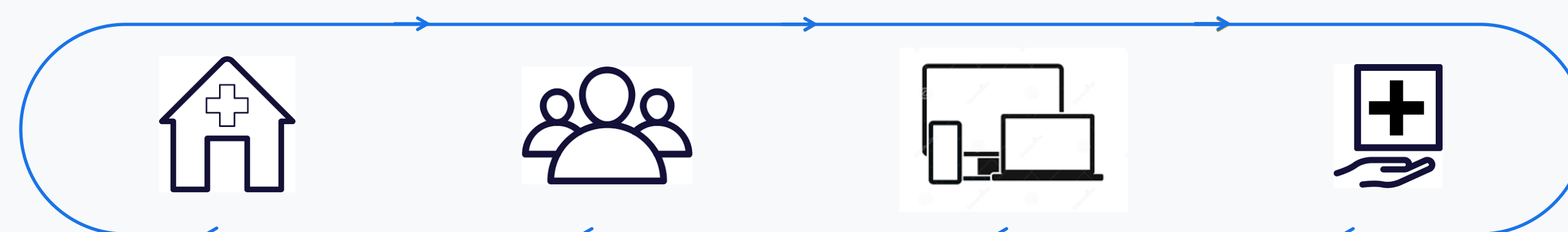


IMPLANTATION OF A PHARMACEUTICAL CARE AND HOME DELIVERY CIRCUIT FOR OUTPATIENTS DURING THE ALARM STATE FOR COVID-19

R. TAMAYO BERMEJO, A. LINARES ALARCON, C. ORTEGA DE LA CRUZ, I. MUÑOZ CASTILLO.
HOSPITAL REGIONAL UNIVERSITARIO DE MÁLAGA, PHARMACY, MÁLAGA, SPAIN.

What was done?:

A circuit of Pharmaceutical Care and home delivery was implemented for outpatients in the alarm state due to COVID-19.



Why was it done?:

In the alarm state due to COVID-19 in March 2020, in order to reduce the number of visits to the hospital to outpatients who go to the Outpatient Pharmaceutical Care Area, a new Pharmaceutical Care and home delivery circuit is implemented.

How was it done?:

1. The needs, possibilities and resources of the Hospital were identified.
2. Material resources were adapted: supply and stock management.
3. A logistical solution was sought and a review of thermolabile drug stabilities was made.
4. Human resources were restructured: definition of a new team, functions and responsibilities.
5. A new circuit was implemented with remote access.

CIRCUIT

When the patient contacts, he's attended by a pharmacist who performs the screening and interview (initiation/follow-up), who after reviewing the clinical records, validates the treatment and selects the dispensing process of the patient according to individualized.

The preparation of shipments is organized through the use of a web resource, by a pharmacy technician and at a specific time, based on a list of shipments per day, dispensing sheets and personalized labels. Once the dispensations have been prepared, a double check is made by another pharmacy technician on a different shift.

LIMITATIONS

Three phone lines and an email weren't enough to attend to all concurrents demands in a period of less than 24 h. To mitigate this situation, a multichannel information strategy was implemented to notify all patients. Incidents by the logistic operator, errors in addresses and incorrect dose shipments.



What has been achieved?:

During two months (April-May), 1103 patients benefited from the new circuit, approximately 30% of the patients who collect medication in our Outpatient Pharmaceutical Care Area during this period.

What next?:

The pharmaceutical care and home delivery circuit has been shown to be safe, and has been able to meet the needs that are required in a alarm state. Also, it's a circuit applicable to other Pharmacy Departments since it doesn't require a large investment in resources.