IMPLEMENTATION OF A TELEPHARMACY PROGRAM TO HOSPITAL OUTPATIENS DURING THE COVID-19 PANDEMIC

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What was done?

During the COVID-19 pandemic, we designed and implemented a telepharmacy program to ensure access to medication for all patients

Why was it done?

- > Given the mobility restriction applied by the spanish government during the pandemic, access to outpatient consultation (OC) of our first-level hospital was difficult for some patients.
- ➤ The aim of this program is to ensure the access to medication for all patients and prevent them and professionals to virus exposure. Telepharmacy providing pharmaceutical care based on available means of communication and access to medication through home drug delivery.

How was it done?



• Once weekly, the pharmacist contacted the listed patients during the following week in OC by **telephone or via the hospital's electronic platform**, to offer the possibility of participating in the program.



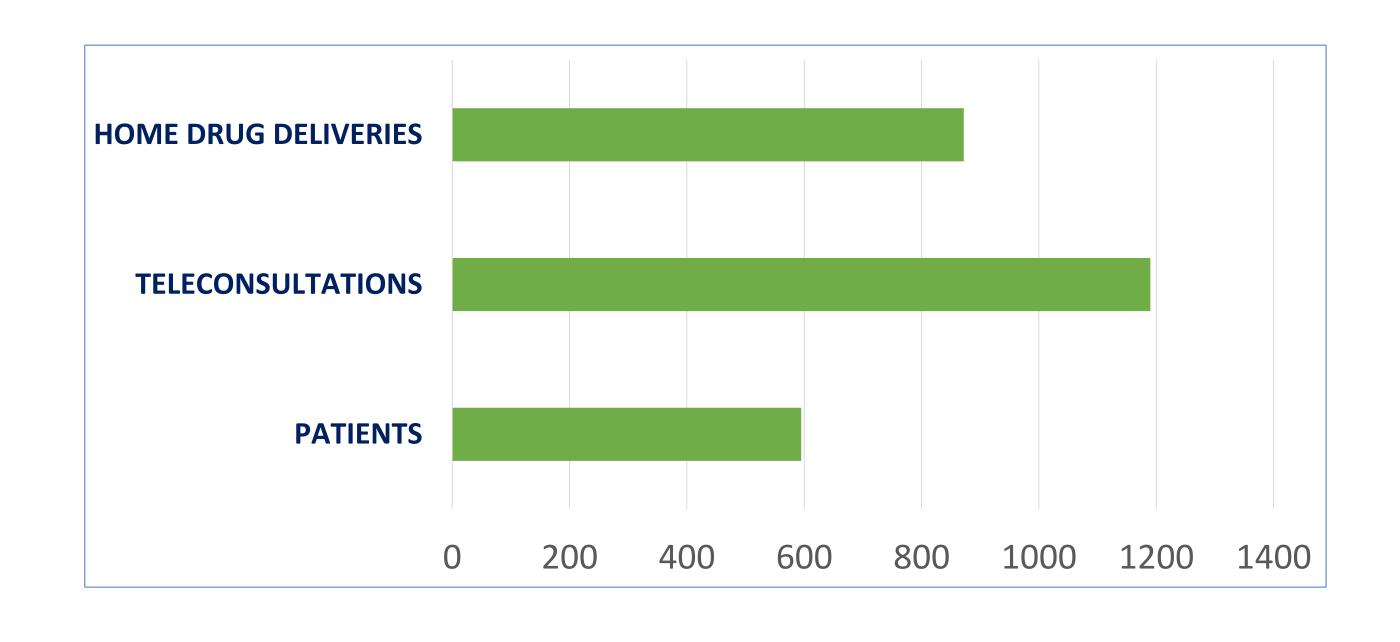
- administrative situation of the patient,
- adequate medical follow-up,
- assessment of adherence,
- review of interactions, adverse events and treatment changes,
- consent for home drug delivery by and external company: via e-mail or verbal consent.



- Once a week, one pharmacy technician prepared the medication.
- Selected company performed the home delivery in guaranteed storage conditions.
- To minimize the burden of work, the medication was sent for two months per patient.
- Oncohematological patients, who came to their doctor's appointment every month, were excluded from this program.

What has been achieved?

- Between March 20 and October 9.
- Great satisfaction of outpatients.



What next?

Our next step is to improve the web system for sending alerts through our electronic platform to automate the home delivery process and thereby to reduce the logistic burden of the pharmacist and to increase the pharmaceutical care given to patients.



