

# Medicine pickup lockers offers patients a new way to pick up medicine prescribed at outpatient clinics

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## WHAT WAS DONE

Patients who are receiving medicine free of charge from outpatient clinics traditionally pick up the medication by face-to-face contact with the nurses in the clinic every third month. Patients, who are in remission and already well-informed about their medication are offered to receive their medication in one of seven medicine pickup lockers in the capital region of Denmark. To ensure adherence, safety and optimal outcome of treatment, the healthcare professionals carefully pick out the patients, who are suited for this method. Regular contact between the healthcare professional and the patient is also continued, primarily by using digital contacts through the EPJ-system and by telephone.

## WHY WAS IT DONE

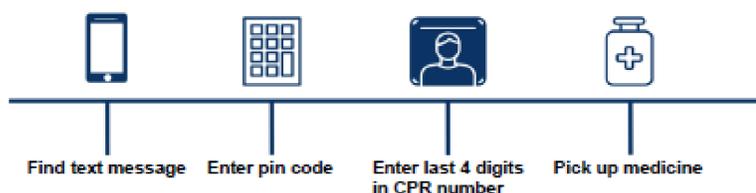
The medicine pickup locker are implemented to offer patients in the outpatient clinics a more flexible and accessible way to receive their medication e.g., 24-hour access close to home.

## HOW WAS IT DONE

The implementation of this new direct-to-patient distribution method are carried out by the Capital Region Hospital Pharmacy in close collaboration with the region's hospitals and outpatient departments. The implementation requires that the clinical staff rethink their practice and accept that dispensing is no longer their responsibility. Dispensing and distribution of the medication is now handled by pharmacy staff at the hospital pharmacy's warehouse. From here the medication is transported to the requested location and the patient will receive a text message when the medicine is ready for pickup in the medicine pickup locker.



## How to open medicine pickup lockers

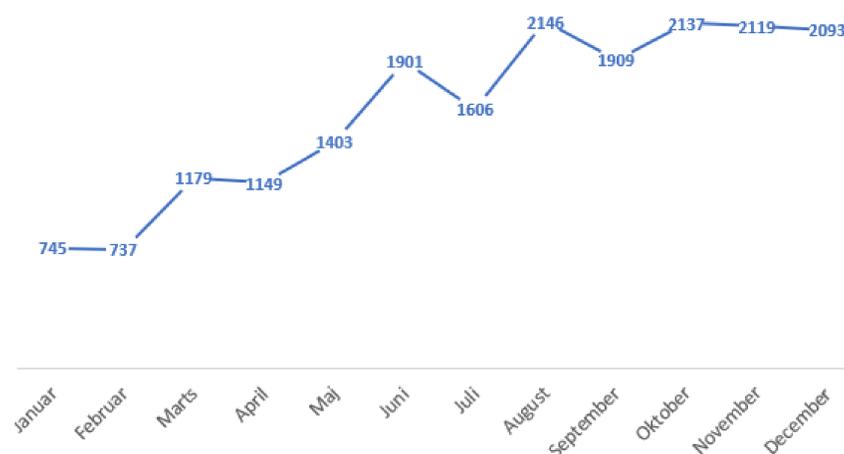


**Illustrations:** Packing of medicine is handled by pharmacy staff at the warehouse based on the order placed in the medical record in which the documentation of the dispensing is also made. Filling into the pickup lockers are done by scanning the barcode at the bags. Patients receive a text message when the medicine is ready for pick up. How to collect the medicine is described in the text message and on the pickup locker screen.

## WHAT HAS BEEN ACHIEVED

Patients find medicine pickup lockers accessible, safe, and easy to use. Importantly, the quality of medicine dispensing is increased due to hospital pharmacy staff dispensing the medicine rather than nurses. Changing the workflow so that nurses do not dispense medicine also alleviates the shortage of nurses. In addition, this method is without doubt environmentally optimal compared to the traditionally pick up method, since transportation of both patients and the medicine is decreased.

NUMBER OF COLLECTIONS FROM PICKUP LOCKERS IN REGION HOVEDSTADEN PR. MONTH IN 2023



**Table 1:** Total amount of collections from pickup lockers pr. month. Since October 2023 the maximum capacity of the pickup lockers have been reached. Therefore it is not possible to increase the amount of packages delivered pr. month.

## WHAT NEXT

Next step will be to offer prescription pickups at private pharmacies, which can ensure that patients can pick up their medicine on several different locations around the region and make it possible for the patients to communicate any concerns to a healthcare provider.

## ACKNOWLEDGEMENTS

We wish to thank our colleagues at the pharmacy for their hard work to make this new method of pick up medicine such a success. Also thanks to nurses at the hospitals for their effort in changing their way of working with delivery of patients medicine. We are all aware of - and driven by - the important improvement this possibility makes on the patients everyday life.

