# Implantation of Home Delivery and Telepharmacy Systems in a Third Level Hospital

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## Background

Our hospital catchment area is mainly formed by several villages. For patients suffering pathologies that decreases their autonomy like multiple sclerosis, to go to their hospital pharmacy can be a stressful activity. Given the increasing number of patients, we decided to design a new delivery system but keeping all the benefits of pharmaceutical cares.

## Objetives

Our main purpose was to design a home delivery system (HDS) and a telepharmacy system (TS). Our secondary objective was to establish what happened to patients, evaluating patients' acceptance, time saved and kilometers (km) avoided.

## Resultados

The new pathway commenced on December 2018, nine months later 135 were included in the HDS and TS, 73 females (54%) with a median age of 56 + 15 years. 420 deliveries took place (on average 3.1 deliveries/patient). No patient rejected the program once included. HDS and TS saves 67,8 minutes (41-97,6) and 69,3 km (47,5-88,2) to each patient per dispensation on average.

## Conclusiones

The implementation of the new pathway was well accepted by patients and implies saving a lot of time and km per dispensation. For people who find it very difficult to move due to their illness, HDS and TS can mean a huge impact in their quality of life.