FUTURE DISTRIBUTION MODELS FOR PAID PHARMACEUTICALS: THE PATIENT’S PERSPECTIVE

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AIM
- To identify patient needs and preferred delivery model for the distribution of paid pharmaceuticals

BACKGROUND
- Expensive pharmaceuticals are given to patients for free by the hospital (paid pharmaceuticals, PPs)
- 35,000 patients receive PPs in the Central Denmark Region, either by picking them up at the hospital ward, or by shipment from the Hospital Pharmacy
- To ensure high quality and that patient needs are met, the distribution model is reworked

MATERIALS AND METHODS
- An electronic questionnaire was distributed to patients from different hospitals around the Central Denmark Region (Figure 1)
- Patients (n=190) were asked to prioritize five predefined factors for the distribution of PPs
- Patients in the habit of picking up PPs at the hospital wards (n=145) were asked to evaluate the importance of being able to converse with a healthcare professional (HCP)

RESULTS

<table>
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<tr>
<th>HOW PATIENTS PRIORITIZE FIVE PREDEFINED FACTORS FOR THE DISTRIBUTION OF PPS</th>
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<tbody>
<tr>
<td>Need of being able to converse with a HCP when picking up PPs</td>
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<tr>
<td>Possibility for pickup at a suitable hour</td>
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<tr>
<td>I can pick up PPs when going for a scheduled visit at the hospital ward</td>
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<tr>
<td>There is a max. of 20 km to the pickup spot</td>
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- Other factors, identified by the patients
  - Possibility to park my car
  - Home delivery
  - Discretion
  - Larger quantity in each delivery

CONCLUSION
- Distance to the pickup spot and flexibility in the hours available for pickup were identified as important factors for the patients receiving PPs
- These important findings will be taken into account when decisions on future distribution models for PPs are made