

# TELEPHARMACY AND HOME DELIVERY PROGRAMME FOR OUTPATIENTS THROUGH THE COMMUNITY PHARMACY



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Cantudo Cuenca MR, Arenas Jimenez M, Salmerón Cobos AY, Montero Vilchez C, Archilla Amat I

Servicio de Farmacia. Hospital Universitario Virgen de las Nieves, Granada

## Background and importance

The SARS-CoV-2 pandemic accelerated the implementation of alternative ways of remote pharmaceutical care and dispensation. Telepharmacy and home delivery programmes (THDP) allow hospital pharmacists to provide remote pharmaceutical care for vulnerable populations (elderly, socioeconomic or mobility problems,...)

## Aim and objectives

To describe the implementation of a THDP in a hospital through the community pharmacy (CP)

## Materials and methods

**Observational retrospective study** → **1 october 2021 – 30 september 2022**

Patients that voluntarily requested to be part of the THDP were evaluated to meet the established **criteria:**

>3 months of treatment

adherent

compliance with consultations

proper understanding of the information on the THDP and signing an informed consent form

- Due to the human and economic resources available, priority was given to older patients (> 65 years), distance to the hospital centre, disability or dependency.
- Neither pathology nor medication were taken into consideration.
- CP requested the medication via web. Then, patients received follow-up phone calls by the HP after reviewing the electronic medical records. The medication was packaged individually with barcode labels and sent to the nearest CP through a pharmaceutical cooperative.

## Results

**8168** patients attended the outpatient unit  
**444 (5,4%)** were included in the THDP

**Rheumatoid arthritis** (17.8%) treatments were the most in-demand medication, following by **multiple sclerosis** treatments (10.1%) and **antiretroviral drugs** (8.5%)

Eight incidents occurred: dosing error (25%), wrong drug (12.5%), wrong formulation (62.5%), that were resolved.

Treatment	Disease	N. of patients
Antiretroviral drugs	HIV	38
Dermatologic and rheumatologic disorders	Ankylosing spondylitis	36
	Psoriasis and others	17
	Psoriatic arthritis	34
	Rheumatoid arthritis	79
Digestive disorders	Hepatitis B virus	22
	Inflammatory bowel disease	28
Erythropoiesis-stimulating agents	Anaemia in patients with cancer or chronic kidney disease	30
Neurological disorders	Multiple sclerosis	45
	Preventive treatment of migraine	11
Oral anticancer therapy	Solid tumours and haematologic malignancies	10
Respiratory disorders	Chronic pulmonary infection	4
	Idiopathic pulmonary fibrosis	17
	Pulmonary hypertension	11
	Severe asthma	5
	Systemic sclerosis	7
Others	Hypercholesterolemia	19
	Hyperparathyroidism	11
	Miscellany	20

## Conclusion and relevance

The implementation of THDP has been a **new challenge for hospital pharmacists**. It enable us to provide drugs to patients in their immediate environment without extra cost to the healthcare system. However, the evidence of the impact of these programmes is sparse.