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INTRODUCTION

The Covid-19 epidemic has led us to reduce travels for fragile patients in the pharmacy sector of the Reims Hospital. We applied the ministerial procedure which ensured the continuity of patient's treatments by delivering drugs to the patient's pharmacy of choice (1).

This process was enabled in Reims thanks to an email address used by pharmacies to send the prescription to the hospital pharmacy (2). Thanks to a questionnaire of satisfaction intended for patients and pharmacies, we evaluated this system set up from March 23 to July 10, 2020.

MATERIALS AND METHODS

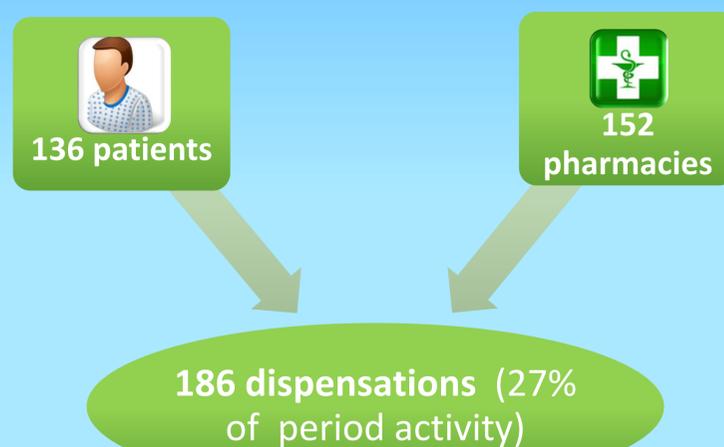
Prospective satisfaction survey

- Data collection by telephone (patients) or satisfaction questionnaire (pharmacies)
- Evaluation :
 - ① Quality of the service
 - ② Speed of delivery
 - ③ Interruption of treatment or not
 - ④ Difficulties of supplying the treatment
 - ⑤ Need for advice
 - ⑥ Overall satisfaction (score scale out of 10)

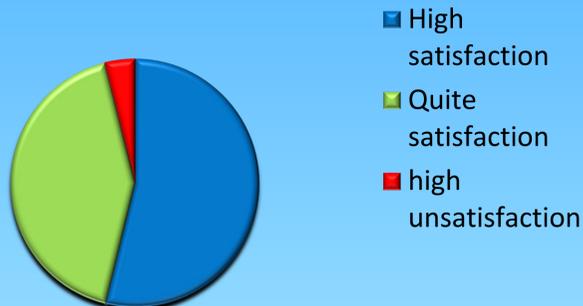
RESULTS

Population and recruitment

- All participants of Hospital / City ministerial procedure



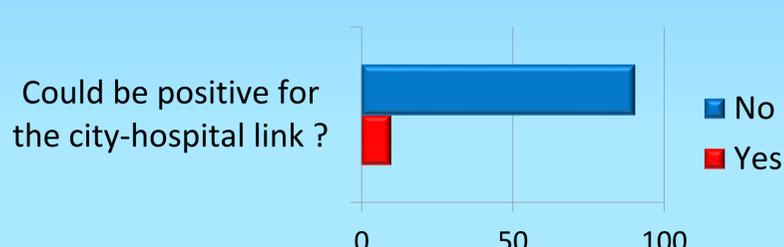
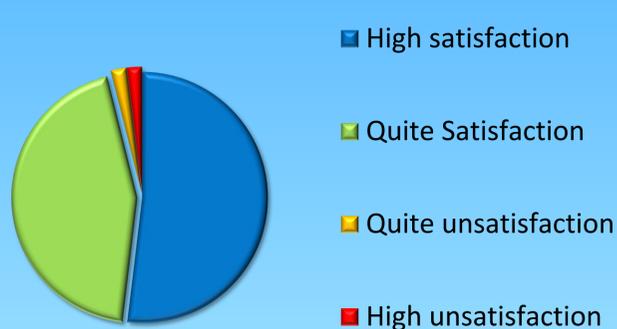
Quality of information



8,5/10

Average overall satisfaction rating for pharmacies

Speed of the procedure



89 %

Pharmacies who want to continue the procedure

CONCLUSION AND RELEVANCE

The results show a high overall satisfaction rate but we can progress on 2 points :

- Less occurrences of treatment breaks
- Improve speed of delivery → Lower patient satisfaction (90%)

Pharmacies and patients have expressed the desire to continue the procedure, which is deemed more practical and beneficial for strengthening the city-hospital link, by making the procedure more effective and flexible.

References

1. Arrêté du 23 mars 2020 prescrivant les mesures d'organisation et de fonctionnement du système de santé nécessaires pour faire face à l'épidémie de covid-19 dans le cadre de l'état d'urgence sanitaire - Article 4.
2. Covid-19_fiche-retrocession-ambulatoire-pharmacie.pdf. Disponible sur: https://solidarites-sante.gouv.fr/IMG/pdf/covid-19_fiche-retrocession-ambulatoire-pharmacie.pdf
3. Interactions With Experimental COVID-19 Therapies. Disponible sur: <https://int.chu-reims.fr/service/home/~/?auth=co&loc=fr&id=6720&part=2>