Telepharmacy program (TPP) started in December 2019 delivering medication to primary healthcare centers through a pharmaceutical telephone care service from Hospital Pharmacy. Outpatients from all pathologies were included except onco-hematology, and erythropoietins patients.

**AIM AND OBJECTIVES**

To evaluate outpatients satisfaction on TPP and its indirect impact on work and family conciliation.

**MATERIAL AND METHODS**

A random survey was conducted from September 15, 2020 to October 1, 2021 to patients included in TPP.

- **Inclusion criteria:** adult over 18 years old and a TPP user during 6 or more months.
- **Socialdemographic data:** sex, age, studies, work situation
- **Questions Likert-type** about satisfaction with TPP: most and least valued TPP feature, frequency of dispensing prior to inclusion, and time spent on going face-to-face consultation at hospital pharmacy.

To evaluate indirect impact of TPP service, working time gained per patient and year was calculated, especially the time gained in labor-active patients.

**RESULTS**

- **97 patients participated from 284 patients included in TPP.**
  - 53.6% men,
  - 59.8% over 50 years old,
  - 73.2% with basic studies or without studies,
  - 35% employment
- **92.7% of surveyed patients rated TPP satisfaction with the highest score.**
- **75.3% patients attended the pharmacy service monthly before inclusion in TPP, once included, 56.7% had received medication at primary care center 4 times or more at the time of the study.**
- Surveyed patients required on average 89.5 minutes to go and come back from hospital
- Among labor-active patients average on face-to-face consultations were 87 minutes.

The inclusion in the TPP allows an average of 17.4 hours/ patient /year working time gained.

**CONCLUSION AND RELEVANCE**

TPP obtains a high degree of satisfaction in hospital outpatients, showing a saving on indirect cost between employment patients, where time and economic trip saving were the benefits most valued by users. However, delivery schedule assignment of medication was the least popular.