

OUTPATIENT SATISFACTION IN THE TELEPHARMACY PROGRAMME OF A TERTIARY HOSPITAL PHARMACY SERVICE

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BACKGROUND

Telepharmacy (TPh) consists of telematic pharmaceutical care and delivery of hospital outpatient medication, **avoiding patient's displacement** to the hospital.



TPh inclusion criteria

- ✓ Home distance from the hospital
- ✓ Fragility
- ✓ Functional dependence

AIM AND OBJECTIVES

➤ To **evaluate the opinion** of patients included in TPh program and the telematic pharmaceutical care received through a satisfaction survey.

MATERIALS AND METHODS

Prospective observational study during **May 2023** → Information was obtained through a **telematic anonymous survey** → Different aspects about TPh and overall satisfaction were **rated from 1 to 10**

RESULTS

33 patients were included but **only 30 answered the survey**

- 57% of participants were **female**
- Prevalent age group > **65 years** (57%)

Rated TPh aspect

Mean score obtained

Circuit, shipping planning, medication access and pharmaceutical care received	10
Delivery destination, pharmacist availability during delivery and quantity of dispensed medication	9,9
Possible financial contribution	6,7

Overall satisfaction: 10

CONCLUSION

➤ The TPh service and telematic pharmaceutical care received are **highly satisfactory** from the survey respondents' point of view. Even so, trying to adapt the delivery destination and quantity of dispensed medication could be some areas to improve the service.

