

# MULTIPLE SCLEROSIS OUTPATIENT PHARMACEUTICAL CARE BY AN IMPLANTED TELEPHARMACY TOOL DURING SARS-COV-2 PANDEMIC

C. GONZALEZ PEREZ<sup>1</sup>, A. GARCIA SACRISTAN<sup>1</sup>, E. ROSON SANCHEZ<sup>1</sup>, J.A. PEÑA PEDROSA<sup>1</sup>, A. LIRAS MEDINA<sup>1</sup>, M.T. BENITEZ JIMENEZ<sup>1</sup>, M.A. RODRIGUEZ CABEZAS<sup>1</sup>, A. ARENAZA PEÑA<sup>1</sup>, J.M. MARTINEZ SESMERO<sup>1</sup>.

<sup>1</sup>HOSPITAL CLINICO SAN CARLOS, PHARMACY, MADRID, SPAIN.

## Background and importance

SARS-CoV-2 pandemic has highlighted the need to avoid the exposure of patients to places with high probability of transmission, such as hospitals. Home delivery makes this possible, particularly in patients with disabilities and those especially vulnerable to coronavirus infection due to their drug therapy or previous pathology, like multiple sclerosis (MS)

## Aim and objectives

Describe the telepharmacy system implanted in a teaching hospital for MS outpatients, based on telephone consultations and home delivery medication, from 25th March to 30th September.



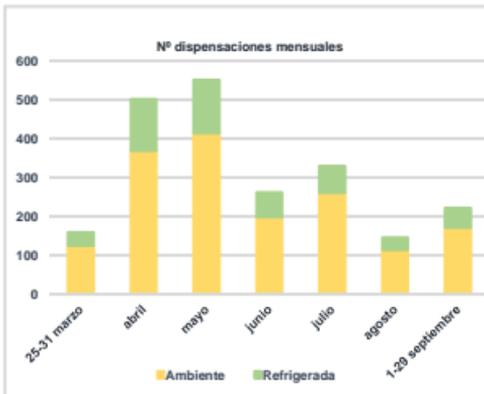
## Material and methods

A logistic system was organized and implemented to ship medication to patient's residence, after a telephone Pharmaceutical Care interview. Following data were recorded: total home deliveries made by Outpatients Pharmacy Department (OPD), total patients attended by this system, total home deliveries made by OPD for MS patients, and total MS patients attended by telepharmacy. All deliveries for MS patients requiring refrigeration conditions were also registered

## Results

From 25th March to 30th September 2020, we performed 2166 home deliveries of 10 different MS' medicines (24.0% of the total telepharmacy shipments made by OPD during this period). Up to 772 MS patients have benefited from telepharmacy system (75.0% of the total MS patients attended by our OPD).

Almost 20% of these shipments required refrigeration conditions. At the beginning, when lockdown was imposed in Spain, shipments made for MS outpatients accounted for 23.2% of the total. Afterwards, with concret conditions to maintain this system (reduced mobility, elderly, pluripatology...) the percentage of MS patients attended by telepharmacy and also home delivery arises to 32.6% of the total.



## Conclusions

The development of telepharmacy have become a useful and necessary tool for the delivery of specialized Pharmaceutical Care, especially during pandemic situation where certain patient's medical conditions, such MS, are at risk.

This made it possible to guarantee the continuity of care for a large number of MS patients avoiding them visiting hospitals, therefore reducing SARS-CoV-2 transmissions.

Otherwise, to maintain the sustainability of the implanted telepharmacy system, using the resources efficiently, it is necessary to apply patient's stratifications tools, which allows the access to this service to those patients who need it the most.