ONE YEAR EXPERIENCE OF A NEW PROGRAM OF TELEMATIC PHARMACEUTICAL CONSULTATION AND DELIVERY OF HOSPITAL DISPENSING MEDICATION


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BACKGROUND

In a third level hospital implemented a new telematics pharmaceutical care consulting program with later delivery of medication from the outpatient unit of our hospital to a Specialty Medical Center.

PURPOSE

Analyze the implementation of the new program and to evaluate the satisfaction of the patients who benefit from such service.

MATERIAL AND METHODS

Descriptive, retrospective study, realized from May 2019 to April 2020.

Protocol:
- Inclusion criteria
- Teleconsulting process
- Method for preparing and sending the medication

An external courier service, with direct delivery and integrated into a platform where the following were recorded: patients included, treatment, and traceability of deliveries.

Incidents committed:
- Medication collection
- Preparation of the medication
- Teleconsulting

We developed a survey to evaluate patient satisfaction. We collected: the person to whom it is performed, demographic variables, time spent collecting medication and treatment.

RESULTS

Until April 2020, 80 patients were included: 6 were discharged; 4 were included during the COVID-19 pandemic.

Incidents committed:
4.44% of medication collection
2.09% of preparation of medication
0.26% of the teleconsulting

The satisfaction survey was carried out on 70 patients:
- 27.1% persons authorized to collect the medication
- Average age of 51.5±17.8 years
- 57.1% men

OCCUPATION

Were studying Were retired
4% 52%
Were unemployed Were working
4% 40%

TREATMENT

- 82.5% lived in the same town as the Specialty Medical Center and 17.5% in nearby towns.
- 57.1% have been taking medication in our Service for more than 5 years.

Satisfaction was assessed with a total of 53.7 points.

CONCLUSION

Thanks to the telematic consulting program, we innovate with technological tools in the form of continuity of pharmaceutical care, which does not require the visit between medical consultings, facilitating the medication to the patient in their environment. Reducing enormously the time spent in collecting the medication. Emphasizing the extraordinary satisfaction of our patients.