

# 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

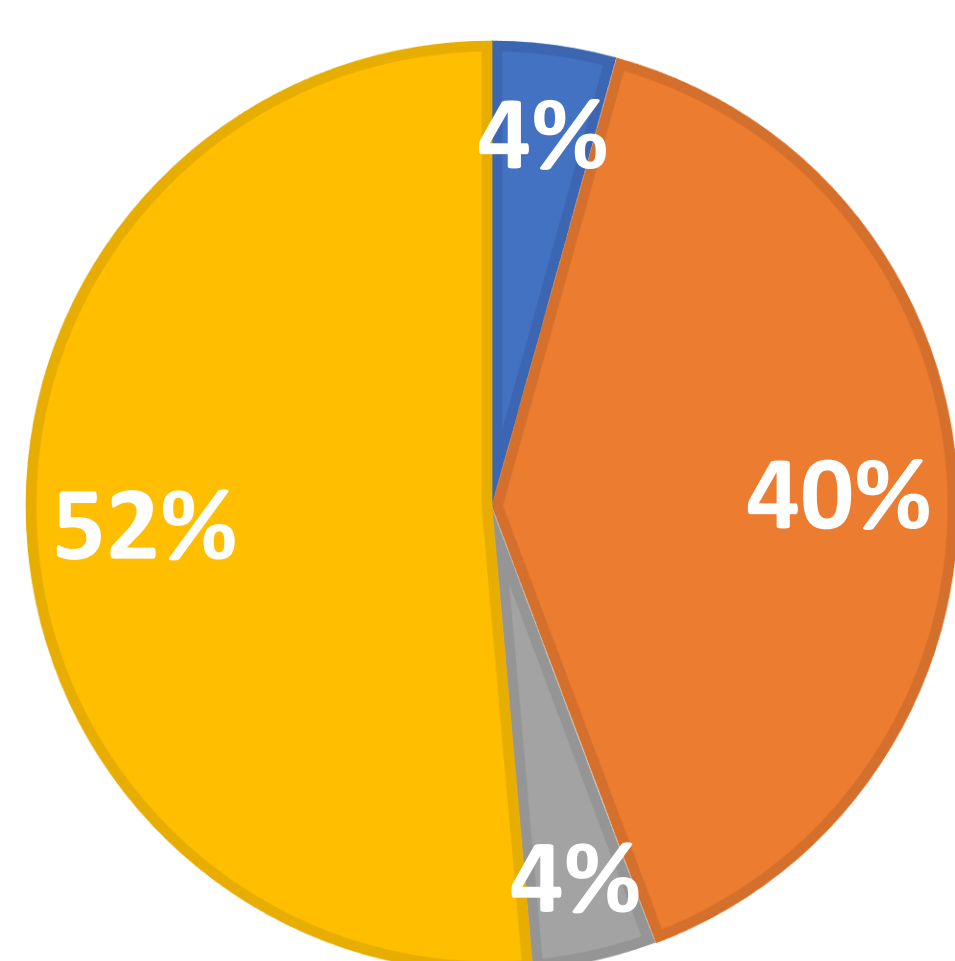


**The satisfaction survey** was carried out on 70 patients:

- 27.1% persons authorized to collect the medication
- Average age of **51.5±17.8 years**
- 57.1% men

### OCCUPATION

■ Were studying ■ Were retired  
■ Were unemployed ■ Were working



80,0%  
70,0%  
60,0%  
50,0%  
40,0%  
30,0%  
20,0%  
10,0%  
0,0%

### TREATMENT

Biological drugs Antiretrovirals Growth hormone Multiple sclerosis Antibacterial Others



- 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.

