Perceived experience of patients with human immunodeficiency virus (HIV) after implementing a telepharmacy program.


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Background

Telepharmacy promotes continuous and quality health care based on the use of new technologies. Useful in patients with chronic diseases that require a pharmacovigilance programe, such as HIV patients.

Aim and objectives

To determine if a telepharmacy model, improves the perceived HIV patient experience compared to a traditional (face-to-face) model of health care.

Materials and methods

Prospective observational interventional study (January-August 2022)

N=35 patients HIV and ART, with access to technologies to receive telepharmacy assistance and who gave their consent.

Instrument for the Evaluation of Chronic Patient eXperience (IEXPAC), is a 15-item questionnaire with 11 global questions and 4 conditional questions, which makes it possible to assess the patient's perceived experience of health care.

The Spss® program and wilcoxon test assessed whether there are differences in the IEXPAC (global and conditional) in the same population before and after implementing a telepharmacy program.

Results

4 telematic consultations were carried out with each patient.

Conclusions

Telepharmacy programs improves the experience perceived by HIV patients of pharmaceutical care. Telepharmacy could be a useful tool for the control and pharmacotherapeutic follow-up of HIV patients and other pathologies, avoiding unnecessary trips by vulnerable patients who have difficulty in going to the hospital.

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