

# IMPLEMENTATION OF A SAFE EXTERNAL DISPENSING SYSTEM DURING THE COVID-19 PANDEMIC IN A REFERRAL HOSPITAL

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## WHAT WAS DONE?

To **implement a system** that guarantees a **sure and effective supply of medical treatments** to those vulnerable patients, those at increased risk or with difficult access to the hospital during the coronavirus pandemic.

## WHY WAS IT DONE?

Due to the health crisis caused by the SARS-COV-2 virus, many hospitals have seen the necessity to implement a safe dispensing system (telepharmacy) **to provide medication to high risk patients** and **those infected with Covid-19** in order to prevent interrupting their treatments.

## HOW WAS IT DONE?

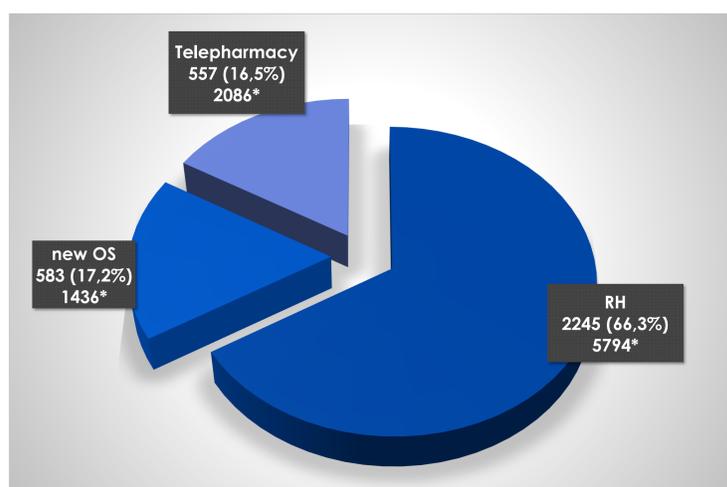
A **database** was created with those patients attending our hospital's outpatient service (OS) to pick up their medication within the next 7 days, verifying through pharmaceutical software and the patient's medical history records (MHR) their next dispensing date.

After checking if the patient had a medical appointment that could coincide with the dispensing date, a **phone interview** was conducted with the patient to schedule the pick-up of the medication through the OS or by telepharmacy (patients' consent was required to use their personal information and we asked how the treatment was going).



We **registered**: number of patients attended in **referral hospital (RH)**, **new OS** or by **telepharmacy** and **number of dispensations**. Patients were grouped in areas based on their city and delivery date for telepharmacy and in the case of patients picking up their own medication they were made an appointment.

## WHAT HAS BEEN ACHIEVED?



During the months the state of emergency was in place in Spain (March 14th– June 21st) **3385 patients** were attended in total and **9316 medications** were dispensed.

## WHAT NEXT?

A safe and effective dispensing system was achieved to outpatients during the Covid-19 pandemic through the **implementation of a new telepharmacy method** and the establishment of a **new OS** that allows convenient dispensation of medication while minimising the risk of virus spread.

Figure 1: Number of patients were attended in the RH, new OS or by telepharmacy and dispensations(\*).