



RutiCar: an outpatient medication dispensing point

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What was done?

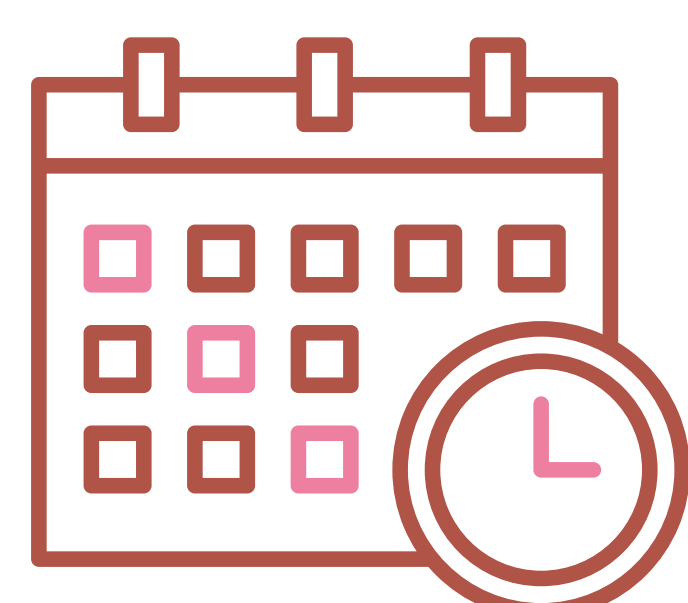
In June 2021, the Pharmacy Department of Germans Trias i Pujol University Hospital (HUGTP) established an outpatient medication dispensing point located outside the hospital premises, "RutiCar". This initiative facilitated patients in collecting their chronic treatments without entering the hospital, enabling direct access from their vehicles.

Why was it done?

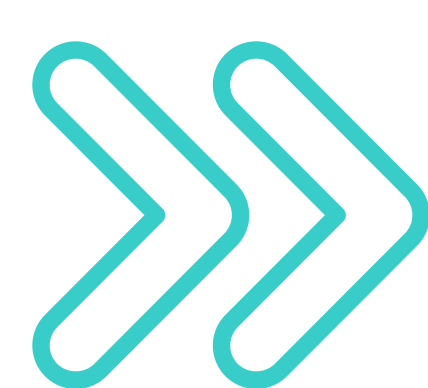
This service emerged as a result of the COVID-19 pandemic, when the collection of hospital medication posed patients, many of who were immunocompromised, at higher risk for COVID-19 and other infections, as they had to enter the hospital facilities.

Over time, it was observed that this service was not only beneficial during periods of high SARS-CoV-2 transmission. RutiCar enabled medication pickup from the patient's own private vehicle, avoiding necessity for parking as well as entering the hospital.

How was it done?



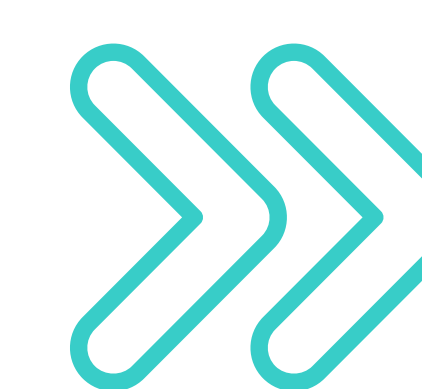
The patients specify their preferred date for medication pickup



Pharmacy technicians schedule the appointment and prepare the medications



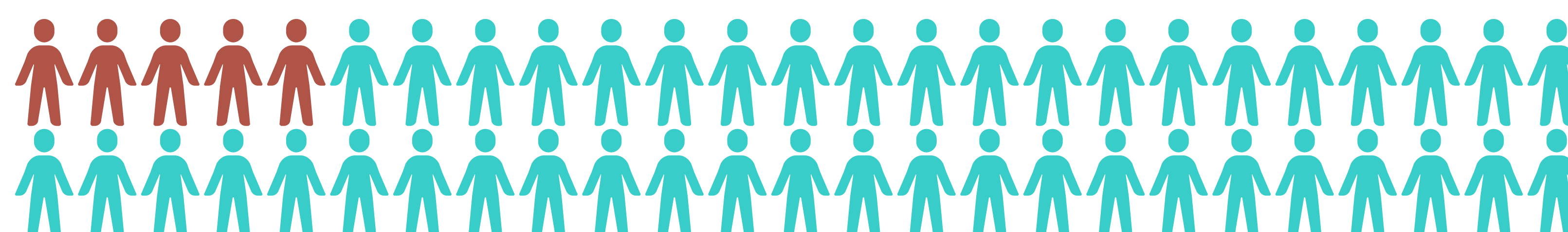
The prepared medications are transported to a temporary medication storage facility



The patient collects their medication.

This service is aimed at patients with chronic treatments who have been on their medication for an extended period (>6 months) and show adherence. Pharmacists play an important role in this context, by ensuring that patients meet the criteria to initiate RutiCar service, reviewing treatments to validate their continuation and overseeing medication pickups to enhance patient adherence.

What has been achieved?



This service has led to an improvement in the medication dispensing process, assisting 10.46%(282) of the monthly average of patients who collect hospital medication(2695) and extending the hours for medication pickup, facilitating the work-life balance for patients and enhancing access to patients from remote areas.

What next?

In the future, improvements can be considered, such as implementing reminders for patients who have not yet scheduled their appointments and are projected to run out of medication soon, or automated appointment systems.