

# IMPLEMENTATION OF A TELEPHARMACY PROGRAM TO HOSPITAL OUTPATIENTS DURING THE COVID-19 PANDEMIC

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SPD10248

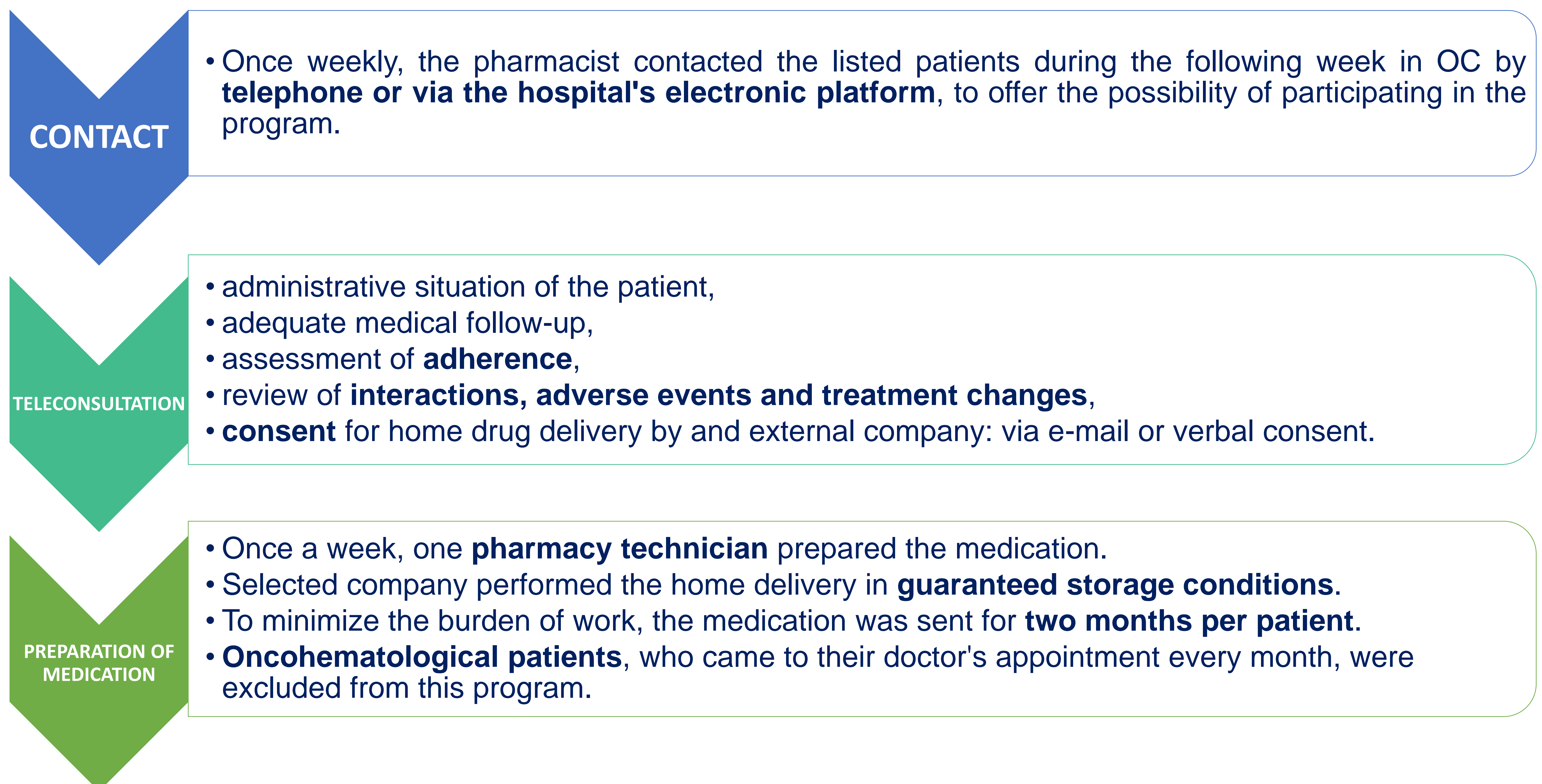
## What was done?

During the COVID-19 pandemic, we **designed and implemented a telepharmacy program** to ensure access to medication for all patients

## Why was it done?

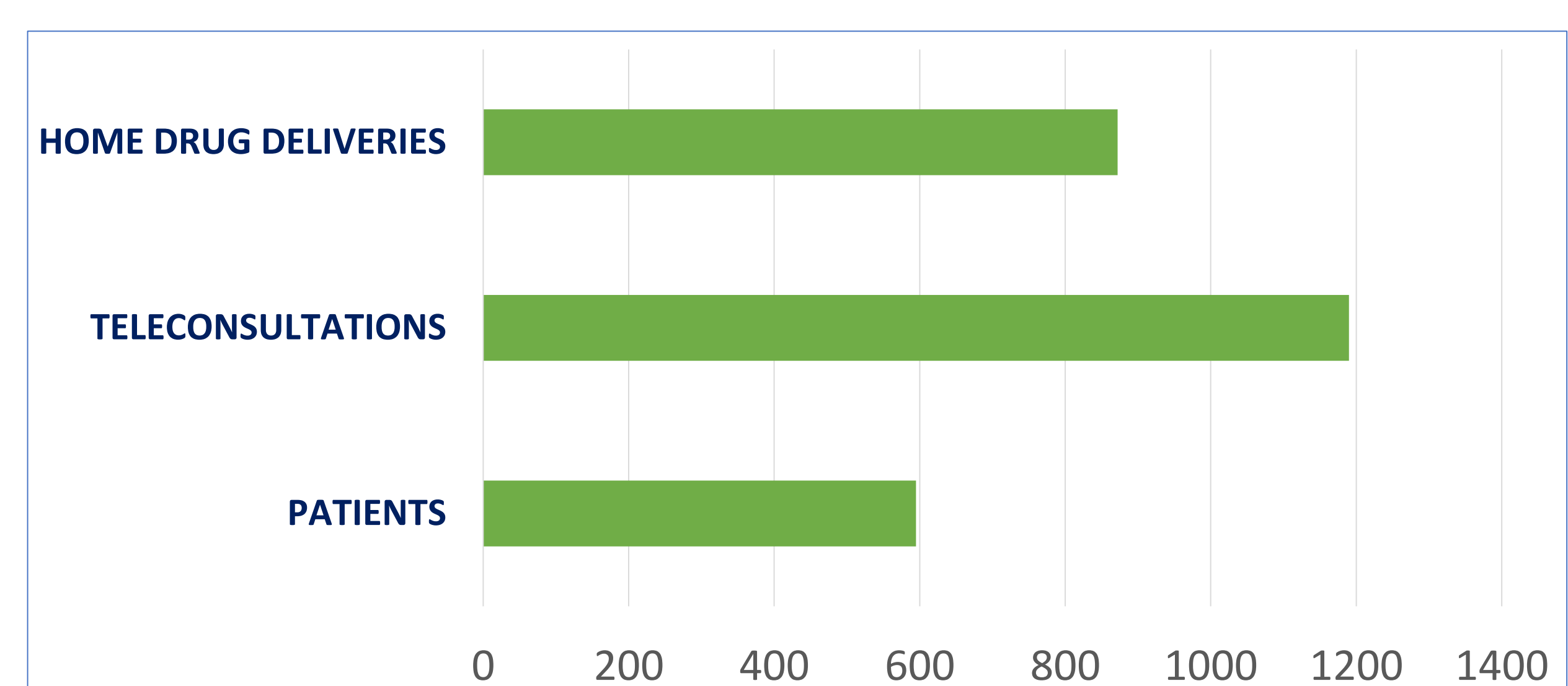
- Given the mobility restriction applied by the Spanish government during the pandemic, access to outpatient consultation (OC) of our first-level hospital was difficult for some patients.
- **The aim of this program is to ensure the access to medication for all patients and prevent them and professionals to virus exposure.** Telepharmacy providing pharmaceutical care based on available means of communication and access to medication through home drug delivery.

## How was it done?



## What has been achieved?

- Between March 20 and October 9.
- Great satisfaction of outpatients.



## What next?

Our next step is to improve the web system for sending alerts through our electronic platform to **automate the home delivery process** and thereby to reduce the logistic burden of the pharmacist and to increase the pharmaceutical care given to patients.