**WHAT WAS DONE?**
- Distribution of paid pharmaceuticals (PPs) to outpatients is made uniform and more flexible for the patients.
- Patients will pick up their PPs in medicine boxes.

**WHY WAS IT DONE?**
- Expensive medications are provided without cost to a selected group of patients (PPs).
- 35,000 patients in the Central Denmark Region receive PPs, 40% from the Hospital Pharmacy, the rest from hospital wards.
- The Hospital Pharmacy will take over a larger percentage to save time at the wards, increase quality, patient safety and to create a model that meets patient needs.

**HOW WAS IT DONE?**
- Patients and hospitals staff were asked to identify important factors when handling and picking up PPs.
- A taskforce assessed different models based on patients’ and staffs’ perspectives, and they decided to test a medicine box from the company Nordic Robotics.
- The patients must enter a personal code on the display of the medicine box to unlock and pick up the PPs. The personal code is received by SMS.

**WHAT HAS BEEN ACHIEVED?**
- The medicine box was evaluated by patients in a questionnaire (n=71).
- 87% was “very satisfied” or “satisfied” when evaluating the distribution of PPs through the medicine box (Figure 1).
- 64% were “very satisfied” or “satisfied” when evaluating the distribution of PPs through the hospital wards, which was the former distribution method (Figure 1).
- The medicine box seems to address patient needs and fulfill the chosen standards for a future distribution model of PPs.

**Responders**
- n=71
  - Female: 66%
  - 46+ years old: 82%
  - Suffering from rheumatism: 79%
  - Suffering from sclerosis: 21%

**WHAT'S NEXT?**
- In the trial period, only pharmaceuticals suitable for keeping at room temperature were used in the boxes.
- Now medicine boxes with cooling are also being installed (Figure 2).
- 15 medicine boxes are being installed at 11 different locations in Central Denmark Region (13,053 km², 1.3 million inhabitants) (Figure 3).
- 90% of patients receiving PPs from the hospital are expected to use the medicine box in the future.