TELEPHARMACY AND HOME DELIVERY OF TREATMENT IMPLEMENTED IN 111 HOSPITALS DURING THE COVID-19 PANDEMIC IN SPAIN

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PRE-PANDEMIC PHASE: THE STATE OF AFFAIRS

For a number of conditions including HCV, hospital outpatients in Spain are generally required to physically visit a hospital for their pharmacy consultations and to collect their prescription medications.

THE SOLUTION

The SEFH developed a telepharmacy programme which involved virtual care by hospital pharmacists and delivery of medication directly to patients’ homes.

The telepharmacy programme was implemented in 111 hospitals in Spain.

Multistakeholder involvement including hospital managers and health authorities.

PANDEMIC PHASE: THE PROBLEM

The COVID-19 pandemic in Spain placed a high demand on many healthcare systems, with healthcare professionals at maximum capacity and healthcare resources, including personal protective equipment, stretched. While access to hospitals was therefore restricted to emergency care, it became necessary to develop special measures and solutions to avoid patients visiting the hospital to collect their prescription medicines, in order to minimise the risk of exposure to COVID-19.

POST-PANDEMIC: FUTURE PERSPECTIVES

SEFH has published a consensus document recommending the continuation of telepharmacy after the COVID-19 pandemic.

A regional legislation is required to implement permanent change after the COVID-19 pandemic.

82% of pharmacists involved said they would continue with telepharmacy and home delivery after the COVID-19 pandemic.

94% of 5196 patients were ‘absolutely satisfied’ or ‘pretty satisfied’ with home delivery of medication during the COVID-19 pandemic.

88% of patients received pharmaceutical care via telemedicine.

7388 patients received home delivery of treatment in the first month (March 2020).