



Efficiency analysis of the home delivery of the medicines to enhance the continuity of care during COVID 19

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What is home delivery of medicines?

Delivery of the medications at the doorstep.

During COVID, this is one of the important step taken by countries like UAE, Spain, Australia, Sri Lanka.

In UAE home delivery of the medicines is launched by DOH during COVID.

Home delivery of medications becomes prominent during this pandemic.



Benefits of home delivery of the medicines during COVID :

- › • To increase accessibility of the medicines
- To maintain social distancing amongst the people during COVID 19.
- To provide the medicines to the people that belongs to vulnerable groups like elderly people, infants
- Maintaining continuity of care during this pandemic situation also
- To provide the medicines to the those who are quarantined and are without medicines.
- To provide medicines to those that board remote areas that can't move out to gather the medicines.





- Cold storage items also provided to the patients.
- Medications for chronic as well as acute diseases are provided to the patients.
- Over the counter drugs are also provided to the patients.
- Refilling of medications is also monitored.
- Authenticated drugs are provided to the patients.
- Delivery within 2 working days except Friday so that medicine is available to the patients at the earliest.
- When medications are not available in the store we try to arrange medicines from other branches.
- When prescription is outside of Abu Dhabi then we transfer the prescription to the branch which is nearest to the patients home so that patients do not need to go out to take medicines
- Proper labelling of drugs is also done to avoid medication errors.
- Consultation is done over phone by the pharmacist to increase patient compliance



Home delivery of the medicines during COVID :

- Staying safe by staying reception, protecting others also as ourselves

Maintain social distance amongst the people.

During this pandemic time, getting out of the home is very risky for ourselves still as for others.

Medication home delivery saves the time wasted in processing of prescription and filling of prescription. As people are becoming the medications at their doorsteps, safety is maintained.

Multiple times medicines aren't available within the pharmacy and sometimes patients need to visit other pharmacies to induce the medicines. Keeping of these factors in mind during this pandemic situation, concept of home delivery of the medications was launched by DOH.

Home delivery of the medicines is extremely beneficial for the those that are laid low with chronic diseases and don't require face to face interactions with the pharmacist.



Which drugs are permissible for the home delivery of medicines :

- OTC drugs

POM drugs

PhOM drugs

- Cold chain items like various injections, pens are permissible for the home delivery, but they ought to be dispensed under a controlled temperature. Ice box should be also sent together with the injections in order that they don't get denatured.

Controlled medications like narcotic drugs, psychotropic drugs, anti-depressant drugs which might cause addiction within the patients aren't allowed for the home delivery.



Process flow of home delivery

- › Patient books an appointment with the doctor through teleconsultation
- ↓
- › Doctor consults the patient
- ↓
- › Doctor uploads the prescription either in SAP or sends the prescription through home delivery Email ID
- ↓
- › Home delivery team gets the mail
- ↓
- › Calls the patient for brand preference
- ↓
- › Team Prepares the medicine
- ↓
- › Takes approval of the medicines (how much the patient have to pay)
- ↓
- › Team calls the patient again to tell the total amount which he has to pay and gets an idea about the location of the patient
- ↓
- › Dispense the medicine
- ↓
- › Pharmacist goes for the home delivery along with the consent form
- ↓
- › Pharmacist delivers the medicines and collects the money and takes the signed consent form
- ↓
- › Consent forms are entered into the logbook to have an idea how many deliveries are there in a day



Objectives

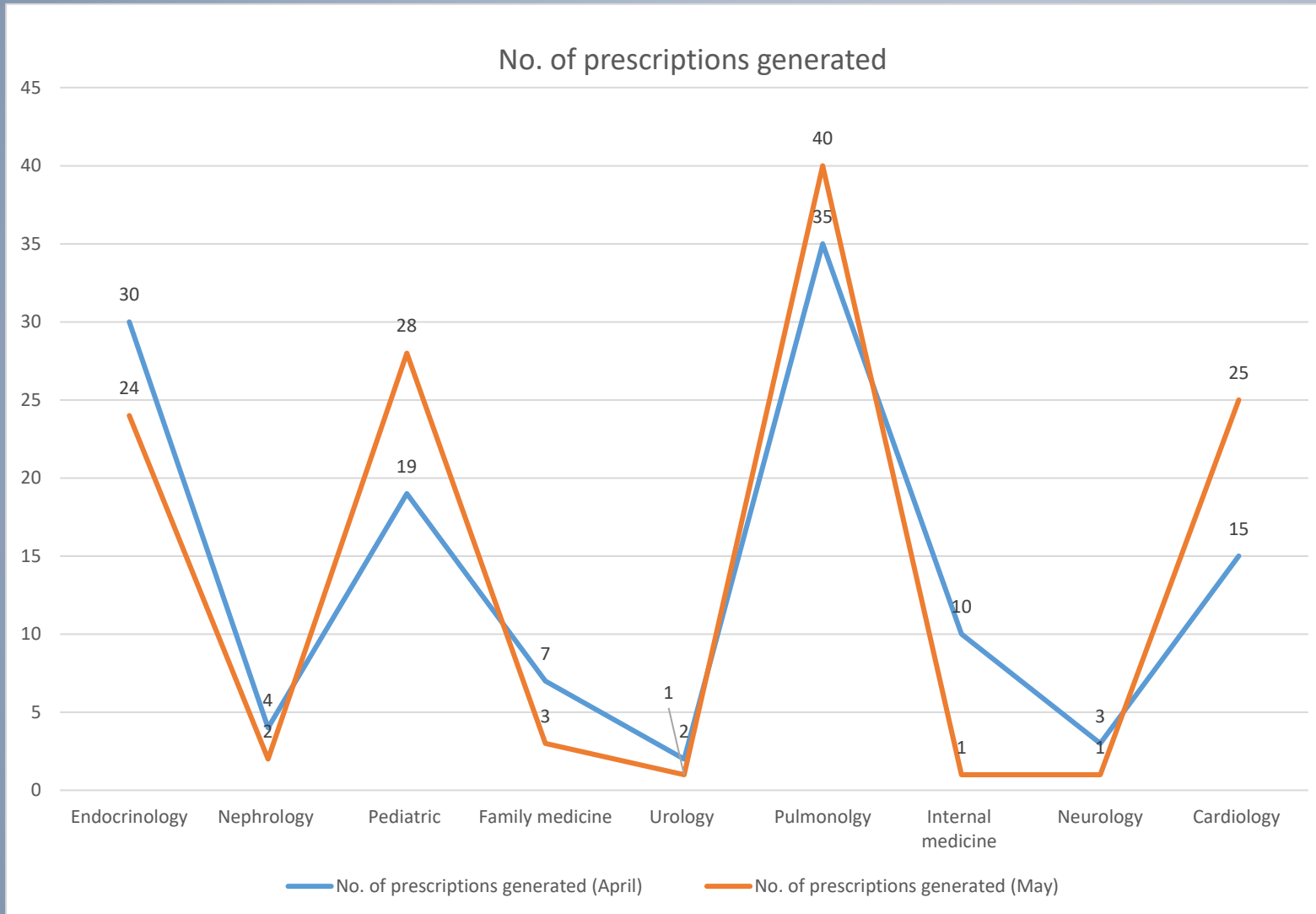
- › To streamline the process of home delivery during this pandemic.
- › To make the process of home delivery effective, error free.



› **Research Methodology:**

- › Study Type: Retrospective cross-sectional study
- › Study Duration: Two Months (March (late) to May)
- › Tool used: Tableau, Ms-Excel, SAP , POS
- › Data Collection method:
- › Source of primary data: Hospital log book and data from SAP and POS.
- › Source of Secondary data: WHO and other journals from PubMed, DOH guidelines

DATA ANALYSIS :



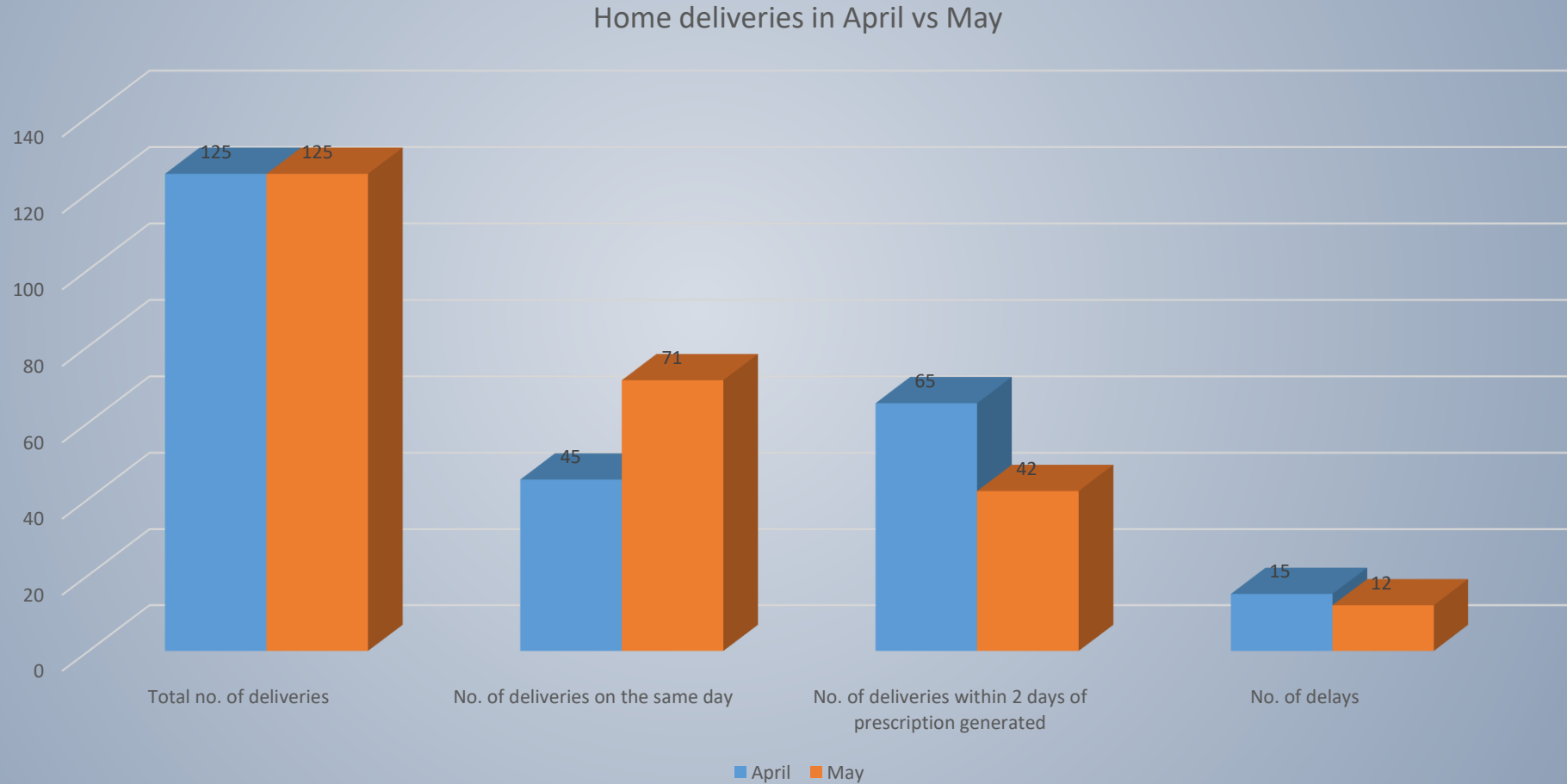
Number of prescriptions generated department wise :



- › The top three departments which generated maximum number of home deliveries identified were :

Name of the department	Number of prescriptions generated (April)	Number of prescriptions generated (May)
Pulmonology	35	40
Endocrinology	30	24
Paediatric	19	28

Comparisons of the medicines delivered in the April v/s medicines delivered during May :

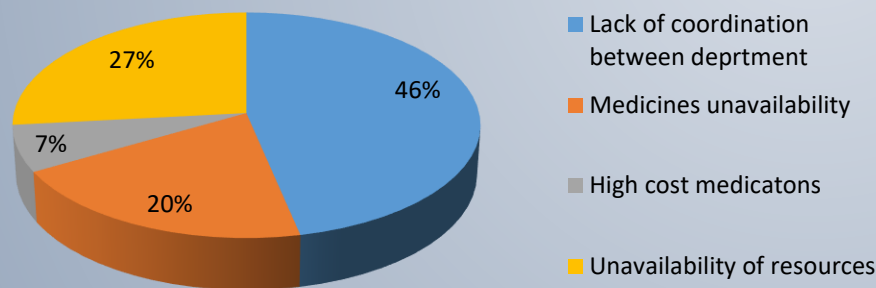




Reasons identified for delayed home delivery :

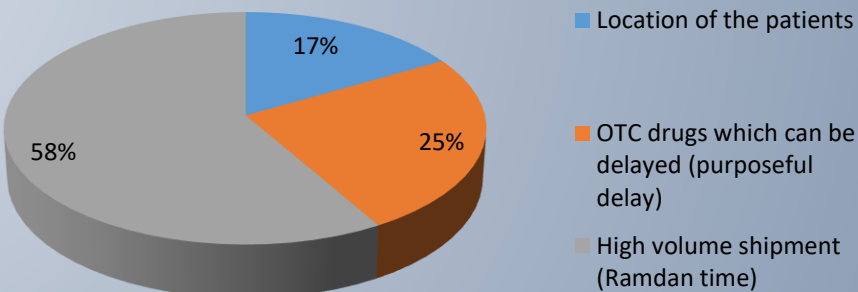
APRIL

Reasons for delayed deliveries of medicines (April)

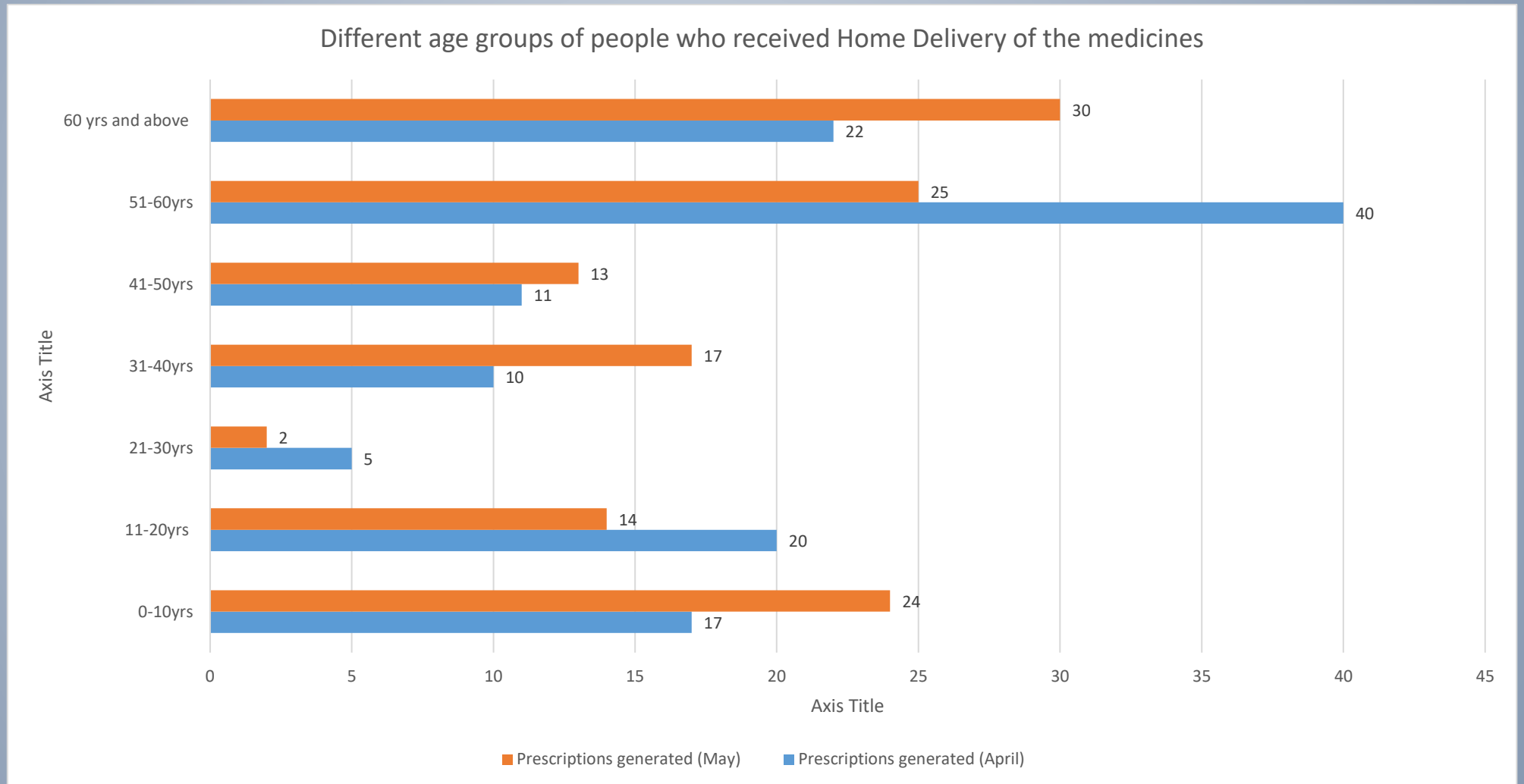


MAY

Reasons for delayed home deliveries (May)



4. Patients of different age groups who received home delivery of medications :





Age group wise distribution of home delivery :

Age group of patients (yrs)	April	May
0-10yrs	17	24
11-20yrs	20	14
21-30yrs	5	2
31-40yrs	10	17
41-50yrs	11	13
51-60yrs	40	25
60 yrs and above	22	30



CONCLUSION :

- › During this pandemic home delivery of the medications has been provided to patients which are most prone to CORONA like patients belonging to the age group below 10 years and patients belonging to the age group between 40-60 years.
- › Factors were identified which delays the process of home delivery and several steps were taken to reduce these factors which suppress the home delivery process.
- › Highest home deliveries were done for the department of pulmonology, paediatric. Patients belonging to this class are highly immunosuppressant and they cannot afford to come to hospitals to collect the medicines.
- › Home delivery process for the month April and may was compared and analyzed.



Recommendations

- › Home delivery application should be launched so as to make the process virtual and easy.
- › Information regarding appointments, medication refills, live tracking of the orders could be provided to the patients with a single click only.
- › Inventory audit should be performed every week so as to check which medications are not available.
- › Daily missing medication report should be maintained so as to run out from stock out conditions.



- › To reduce the medication errors the labels indicating the dosage form, route of administration should be pasted on the medication as well as on the prescription.
- › For any far away location, parallel transportation should be arranged and the prescriptions which have same or nearby locations they should be pooled together and should be delivered together.
- › The prescriptions could be forwarded to other branches of Burjeel so that delay could be avoided.

