



REMOTE PHARMACEUTICAL CARE: GLOBAL EXPERIENCE AND PERSPECTIVES



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INTRODUCTION

The rapid development of technology and the increasing accessibility of the Internet have opened new horizons in the field of pharmaceutical care. Remote pharmaceutical care is an innovative approach that allows pharmacists to provide services and advice to patients from any corner of the world, without the need for physical presence. This method of care has proven to be particularly valuable during the COVID-19 pandemic, when travel limitations and the need for social distancing have required rapid adaptations in all medical.

Global experience shows that remote pharmaceutical care can improve access to pharmaceutical services, especially in rural and remote areas where access to traditional pharmacies is limited. For example, in the United States and several countries in Europe, pharmacists have started using digital platforms to provide consultation, treatment monitoring and education to patients, thereby facilitating more effective management of chronic diseases.

This review explores international experiences and future perspectives of remote pharmaceutical care, highlighting the benefits and challenges associated with implementing this innovative practice.

SCOPE

The aim of this study is to analyze global experiences and perspectives on remote pharmaceutical care, assessing its impact on the accessibility, quality and efficiency of pharmaceutical services, and to identify the associated challenges and opportunities.

MATERIAL AND METHODS

The main research method used in this study is the review of existing literature. Relevant articles and studies published in reputable scientific journals were reviewed, focusing on the implementation, benefits and limitations of telepharmacy services globally. Scientific databases such as PubMed, Scopus, and Google Scholar were used to identify and select relevant articles for this study.

KEYWORDS

community pharmacy, remote pharmaceutical assistance, telepharmacy.

OUTCOMES

The analysis of published scientific resources on remote pharmaceutical care highlighted multiple benefits, but also challenges in the implementation of this practice. Main results include: These results underline the remarkable potential of remote pharmaceutical care, but also the need for continued efforts to overcome the identified challenges and optimize the implementation of this practice in various global contexts.

Main results include:

Increased accessibility to pharmaceutical services: Studies show that remote pharmaceutical care has improved access to pharmaceutical services for populations in rural and remote areas. In particular, patients with reduced mobility or those living in difficult geographical regions benefited from ongoing consultation and monitoring.

- **Example from the United States:** The telepharmacy program has shown increased accessibility in rural states like North Dakota, where brick-and-mortar pharmacies are rare. This enabled patients to receive pharmaceutical advice and manage their medication effectively

Improved treatment adherence: The analysis revealed a significant increase in treatment adherence among patients who used remote pharmaceutical services. Periodic counseling through digital platforms facilitated real-time tracking and adjustment of treatments.

- **Example from the United Kingdom:** A pilot study within the National Health Service (NHS) showed that diabetes patients who attended online counseling sessions demonstrated better adherence to their medication regimen and better management of blood glucose levels.

Lower costs associated with medical care: The implementation of remote pharmaceutical care has helped reduce costs for patients and health systems. Remote consultations have reduced the need for physical visits to pharmacies and clinics, thus saving time and financial resources.

- **Example from Australia:** The remote pharmaceutical care project in Indigenous communities has resulted in significant savings, allowing resources to be allocated to other essential health services.

Patient satisfaction: Most of the studies included in the meta-analysis reported a high level of patient satisfaction. Patients appreciated the convenience and accessibility of services, as well as direct and frequent interaction with pharmacists.

- **Example from Canada:** A telehealth program for patients with chronic diseases showed that patients were very satisfied with the ease of access to pharmaceutical consultations and the continuous support provided by pharmacists.

Challenges and limitations: However, the meta-analysis also identified some significant challenges, including technological barriers, lack of high-quality Internet access in certain regions, and the need for additional training for pharmacists in the use of digital platforms.

These results underline the remarkable potential of remote pharmaceutical care, and the need for continued efforts to overcome the identified challenges and optimize the implementation of practices in diverse global contexts.

CONCLUSIONS

Remote pharmaceutical care is an innovative and necessary approach in today's global health landscape. Analysis of existing scientific resources has highlighted numerous advantages of this practice, including increased accessibility to pharmaceutical services, improved adherence to treatment, reduced costs and patient satisfaction. International examples from the United States, the United Kingdom, Australia and Canada highlight the positive impact of remote pharmaceutical care in diverse cultural and geographic contexts.

However, technological challenges and the need for continuing education for pharmacists remain significant obstacles that need to be addressed for optimal implementation. Remote pharmaceutical care promises to become an essential element of health systems around the world, helping to improve the quality of life of patients and to make the use of resources more efficient.