

**TELEPHARMACY SERVICE EXPERIENCE DURING THE COVID-19 PANDEMIC IN
THE REPUBLIC OF SRPSKA, BOSNIA AND HERZEGOVINA**

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The COVID-19 pandemic has significantly affected health systems around the world. In addition, many health care services became unavailable to non-COVID patients. The study aimed to describe the remote pharmaceutical care service (telepharmacy) during the COVID-19 pandemic in the Republic of Srpska (RS), BiH. The RS Pharmaceutical Society appointed ten community pharmacists to provide telepharmacy services via telephone. After receiving the verbal permission, the pharmacists documented the topics discussed with the patients/users and pharmacist's interventions, respectively. Prospective data collection was conducted from April 13 to May 21 2020. Descriptive and statistical analysis was performed using SPSS software (ver. 22). Data were collected for 71 patients/users, aged 25-85, while 50.7% were elderly (≥ 65 years). The prevalence of patients with chronic or acute/subacute conditions was 84.5%, and the proportion of users seeking health information about coronavirus or COVID-19 was 15.5%. Chronic diseases were the main reason for seeking consultations with pharmacists (74.6%), most often diseases of the cardiovascular (16.9%) and musculoskeletal system (15.5%). About 7% of chronic patients reported worsening of the chronic condition, and 9.9% reported only acute/subacute conditions. Most of the needs of patients/users were addressed by the pharmacist during the counseling, and only 15.5% of patients required referral to a doctor. The telepharmacy service proved to be a suitable model in the RS during the COVID-19 pandemic. Patients/users have expressed specific demands for community pharmacy services. Pharmacists have shown a high level of flexibility and ability to address the needs of patients in the emerging pandemic situation (1).

References

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USLUGA TELEFARMACIJE U VRIJEME PANDEMIJE COVID-19: ISKUSTVO U REPUBLICI SRPSKOJ, BOSNI I HERCEGOVINI

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Pandemija COVID-19 značajno je uticala na zdravstvene sisteme širom svijeta. Štoviše, postoji značajna zabrinutost u pogledu srednjoročnih i dugoročnih posljedica odlaganja zdravstvene zaštite bolesnika koji nisu oboljeli od COVID-a. Primarni cilj istraživanja bio je opisati uslugu farmaceutske zdravstvene zaštite na daljinu (telefarmaciju) tokom pandemije COVID-19 u Republici Srpskoj (RS), BiH. Farmaceutsko društvo RS imenovalo je deset apotekara u zajednici za pružanje telefarmaceutskih usluga. Nakon što su dobili usmeno dopuštenje korisnika, apotekari su dokumentovali probleme o kojima se razgovaralo s njima telefonskim putem. Prospektivno prikupljanje podataka obuhvatilo je period od 13. travnja do 21. svibnja 2020. Deskriptivna i statistička analiza provedena je pomoću SPSS statističkog softvera (ver. 22). Prikupljeni su podaci o konsultacijama sa 71 pacijentom/korisnikom usluge, starosti u opsegu 25-85 godina, dok je 50,7% bilo u grupi starijih stanovnika (≥ 65 godina). Zastupljenost pacijenata sa hroničnim ili akutnim/subakutnim stanjima iznosila je 84,5%, a korisnika koji su tražili zdravstvene informacije o koronavirusu ili COVID-19 15,5%. Hronične bolesti bile su glavni razlog traženja konsultacija s apotekarima (74,6%), najčešće oboljenja kardiovaskularnog (16,9%) i muskuloskeletnog sistema (15,5%). Oko 7% hroničnih pacijenata prijavilo je pogoršanje hroničnog stanja, a 9,9% navelo je samo akutna/subakutna stanja. Većinu potreba pacijenata i korisnika tokom savjetovanja rješavao je apotekar, a samo 15,5% pacijenata zahtijevalo je uputu ljekaru. Usluga telefarmacije pokazala se prikladnim modelom u RS-u u toku pandemije COVID-19. Pacijenti i korisnici su pokazali specifične potrebe ka uslugama farmaceuta u javnoj apoteci. Farmaceuti su pokazali visoki nivo fleksibilnosti i sposobnosti u rješavanju potreba pacijenata u novonastaloj situaciji pandemije (1).

Literatura

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