

Evaluation of Patient Experience with a Model of Coordinated Telematic Pharmaceutical Care Between Hospital and Rural Pharmacies in Spain [Response To Letter]

Ramón Morillo-Verdugo ¹, Rosa Morillo-Lisa ², Jaime Espolita-Suarez³, Olga Delgado-Sanchez ⁴

¹Pharmacy Hospital Service, Hospital Valme, Área de Gestión Sanitaria Sur de Sevilla, Sociedad Española de Farmacia Hospitalaria, Sevilla, Spain; ²Rural Community Pharmacy, Sociedad Española de Farmacia Rural, Alcalá de Ebro, Zaragoza, Spain; ³Rural Community Pharmacy, Sociedad Española de Farmacia Rural, León, Spain; ⁴Pharmacy Hospital Service, Hospital Son Spases, Sociedad Española de Farmacia Hospitalaria, Palma de Mallorca, Spain

Correspondence: Ramón Morillo-Verdugo, Hospital de Valme, Avda/Bellavista s/n, Seville, CP: 41014, Spain, Tel +34 955015467, Email ralejandro.morillo.sspa@juntadeandalucia.es

Dear editor

We thank to Kolombo et al for their interest and comment of our paper.

We completely agree with your assessment that telepharmacy is a crucial component of modern healthcare, and it has the potential to improve patient experience and satisfaction significantly. The Capacity-Motivation-Opportunity (CMO) model introduced in this paper is a valuable contribution to the field of pharmaceutical care, and the study shows that it has been effective in improving patient experience in line with other studies that have shown its usefulness and impact on improving patient health outcomes.^{1,2}

You rightly pointed out that would be some limitations to telepharmacy practice, such as the lack of direct patient education and counseling related to self-management and illness. It should not be forgotten that, according to the methodology we have developed, care is individualized for each patient (according to stratification models) and we work to achieve pharmacotherapeutic objectives individually and dynamically, which would largely solve this possible difficulty.

Privacy and security concerns also need to be addressed to ensure regulatory compliance and patient confidentiality. Indeed, this is a fundamental aspect that we have taken into account, both in the definition of telepharmacy itself and in its subsequent development within the conceptual framework. In addition, the tool developed complies with all the data protection regulations established in the Spanish regulatory framework.^{3,4}

We appreciate your suggestion that post-hoc analysis should be conducted to determine the extent to which higher levels of education translate to better understanding of pharmaceutical services among patients. It is also important to provide support and training to pharmacists so that they can maintain their knowledge of modern telepharmaceutical procedures and offer pharmaceutical services effectively. This is an aspect that we would like to further develop in the future, when the number of patients allows us to carry out this type of analysis. We appreciate the feedback and will consider these suggestions for refining our methods in future research.

Finally, we agree with your conclusion that pharmacist associations should advocate for laws and regulations on telepharmacy to ensure patient safety, privacy, and legacy of telepharmacy education. It is imperative to create a strong, safe, and needs-based telepharmaceutical platform that can benefit patients directly. In Spain, through the MAPEX-SEFH project, this aspect has been under development for 8 years, and a set of documents aimed at providing this support to patients and professionals has recently been created.⁵ All this development has gone into the creation, development and application of the TELEMACO tool.

Thank you again for your insightful comments on this topic.

Disclosure

The authors report no conflicts of interest in this communication.

References

1. Morillo-Verdugo R, Lazaro-Lopez A, Alonso-Grandes E, et al. Patient experience evaluation of the CMO-based pharmaceutical care model vs usual care in people living with HIV. *J Multidiscip Healthc.* 2022;15:2991–3003. doi:10.2147/JMDH.S392398
2. Cantillana-Suárez MG, Robustillo-Cortés MLA, Gutiérrez-Pizarra A, Morillo-Verdugo R. Impact and acceptance of pharmacist-led interventions during HIV care in a third-level hospital in Spain using the Capacity-Motivation-Opportunity pharmaceutical care model: the IRAFE study. *Eur J Hosp Pharm.* 2021;28(Suppl 2):e157–e163. doi:10.1136/ejhpharm-2020-002330
3. Morillo-Verdugo R, Margusino-Framiñán L, Monte-Boquet E, et al. Spanish Society of Hospital Pharmacy position statement on telepharmacy: recommendations for its implementation and development. *Farm Hosp.* 2020;44(4):174–181. English. doi:10.7399/fh.11515
4. Margusino-Framiñán L, Monte-Boquet E. Telepharmacy: usefulness, implantation and research. *Farm Hosp.* 2022;46(7):1–2.
5. Sociedad Española de Farmacia Hospitalaria [Spanish Society of Hospital Pharmacy]. Proyecto Mapex: marco Estratégico de Telefarmacia [página web] [Mapex Project: Telepharmacy Strategic Framework [web page]]. Madrid; 2020. Available from: <https://www.sefh.es/mapex/cmo-oportunidad.php>. Accessed May 9, 2023.

Dove Medical Press encourages responsible, free and frank academic debate. The content of the Journal of Multidisciplinary Healthcare 'letters to the editor' section does not necessarily represent the views of Dove Medical Press, its officers, agents, employees, related entities or the Journal of Multidisciplinary Healthcare editors. While all reasonable steps have been taken to confirm the content of each letter, Dove Medical Press accepts no liability in respect of the content of any letter, nor is it responsible for the content and accuracy of any letter to the editor.

Journal of Multidisciplinary Healthcare

Dovepress

Publish your work in this journal

The Journal of Multidisciplinary Healthcare is an international, peer-reviewed open-access journal that aims to represent and publish research in healthcare areas delivered by practitioners of different disciplines. This includes studies and reviews conducted by multidisciplinary teams as well as research which evaluates the results or conduct of such teams or healthcare processes in general. The journal covers a very wide range of areas and welcomes submissions from practitioners at all levels, from all over the world. The manuscript management system is completely online and includes a very quick and fair peer-review system. Visit <http://www.dovepress.com/testimonials.php> to read real quotes from published authors.

Submit your manuscript here: <https://www.dovepress.com/journal-of-inflammation-research-journal>

<https://doi.org/10.2147/JMDH.S418682>