Conclusion and relevance Because of the telematic consulting programme, we have innovated, with technological tools, continuity of pharmaceutical care, which does not require a visit to the hospital, facilitating delivery of the medication to the patient. Also, patient satisfaction was high.

REFERENCES AND/OR ACKNOWLEDGEMENTS

Conflict of interest No conflict of interest

4CPS-387 COVID-19 TREATMENT: A FOLLOW-UP OF INPATIENTS DURING THE SECOND WAVE OF THE PANDEMIC

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Background and importance The COVID-19 pandemic is a current international public health issue. Multiple cases have been resurging in our country after flattening of the curve, indicating a second wave. Up to 13 October, our country recorded 34 790 cases and 512 deaths. Our hospital has been admitting COVID-19 patients. Thus the follow-up of their treatment was implemented in our pharmacy.

Aim and objectives Our aim was to evaluate the treatment of COVID-19 inpatients during the second wave.

Material and methods This was a prospective study carried out at our hospital over a 3 week period from 23 September to 14 October. Only patients with a positive RT-PCR were included. A follow-up document was established according to the latest guidelines of the National Agency for Health Assessment and Accreditation. The electronic prescription and biological reports were used as a database. Data were processed with SPSS.

Results 78 patients were included with a sex ratio of 0.7 and a median age of 62 years (25; 91). Patients were mainly hospitalised in the emergency department (24.4%), internal medicine department (24.4%) and intensive care unit (20.5%). 25% of patients had a severe form. We noted 22 deaths and 25 patients were discharged with a mean of 6 days of hospitalisation. The pharmacological treatment included anticoagulants (85.9%), mainly enoxaparin, antibiotics other than azithromycin (80.8%), mainly amoxicillin-clavulanic acid and cefotaxime, azithromycin (82.1%), corticosteroids (53.8%) and symptomatic treatment (82.1%), mainly paracetamol. None of the patients took vitamins or zinc supplements and only 23.1% received their comorbidity treatment from our pharmacy. Intake of antibiotics, anticoagulants, azithromycin and corticosteroids, separately and in association, had no statistically significant effect on the mortality rate ($p > 0.05$). However, antibiotic and azithromycin intake had a significant effect on the length of hospitalisation for discharged patients ($p < 0.05$).

Conclusion and relevance Hospital pharmacists are on the frontline of all the medical staff facing the pandemic. Our study aimed to improve the pharmaceutical care of inpatients during the second wave. Our main results indicated that antibiotic and azithromycin intake can be a factor to minimise the duration of hospitalisation which has a pharmacoeconomic benefit and assures optimal hospital bed occupancy needed for

the management of the outbreak. However, extended studies should be conducted.

REFERENCES AND/OR ACKNOWLEDGEMENTS

None.

Conflict of interest No conflict of interest

4CPS-388 TELEPHARMACY DURING SARS-COV-2

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Background and importance With the arrival of the global SARS-CoV-2 pandemic, hospital pharmacy services (HPS) have had to adapt to emerging needs. One of these measures has been the sending of medicines to vulnerable patients who, due to their pathologies, are discouraged from attending the hospital.

Aim and objectives To analyse shipments and to evaluate the degree of patient satisfaction.

Material and methods A retrospective study of shipments made between March and June 2020 in the outpatient department (OPD) of a tertiary hospital was conducted. Data were collected from the Farmatools drug dispensing programme and the citation lists of Jara Asistencial. The selected patients were those who were cited at the OPD, who did not have a face-to-face appointment with the doctor and accepted the referral. To measure the degree of user satisfaction, anonymous telephone surveys were made and evaluated by assigning a score from 0 to 10. The questions included aspects related to the attention received, schedule, information on the medication and overall satisfaction. A free field for suggestions for improvement was also included. A satisfied patient was defined as one whose global score was higher than 9.

Results Of all the patients cited between March and June 2020 (2178 patients) by the HPS, 1284 (60%) were candidates for referral. Of the selected patients, 53% were finally sent the medication. 54% were from towns near Badajoz and the rest were from the capital city. Mean age was 53.5 years and 51.5% were women. The pathologies with the highest percentage of referrals with respect to the total number of patients registered in the OPD were: 83% primary biliary cirrhosis (5/6), 76% primary hyperparathyroidism (25/33), 73% inhibitors of PCSK9 (24/33) and 72% idiopathic pulmonary fibrosis (18/25). A total of 128 (64%) surveys were completed out of the 200 calls made. The average value of the responses obtained was higher than 9. Regarding the suggestions section, all survey respondents except one agreed to resume the medication delivery service.

Conclusion and relevance Telepharmacy was a useful tool for the provision of pharmaceutical care, with a high acceptance rate by patients. It would be necessary to evaluate the inclusion of this service within the HPS.

REFERENCES AND/OR ACKNOWLEDGEMENTS

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