

# Virtual Care Survey Results

July 2020



# Introduction

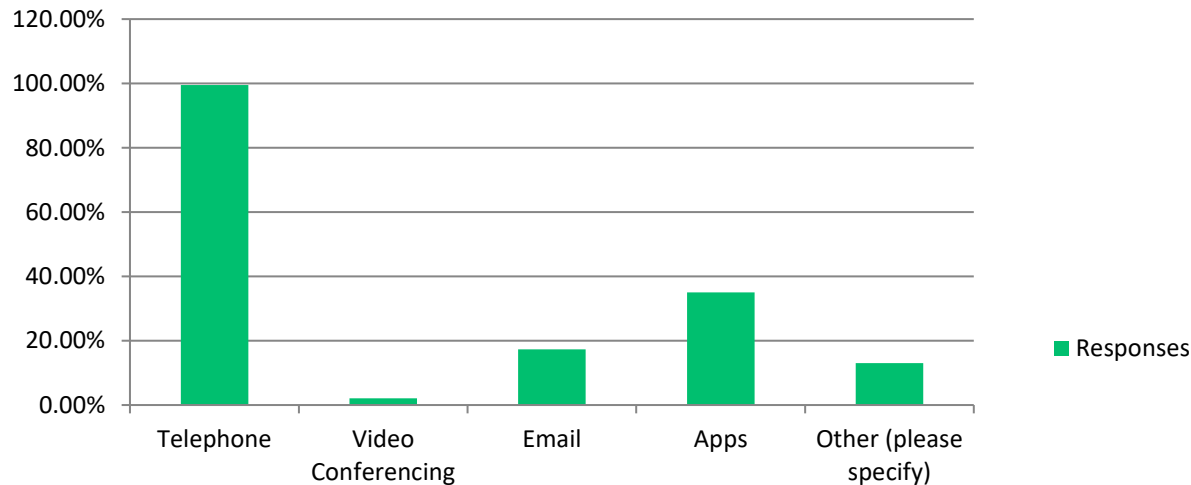
## Demographics

- 244 respondents
  - 38% Community Pharmacy Pharmacists
  - 21% Community Pharmacy Owner
  - 30% Community Pharmacy Manager
  - 3% Technician
  - 8% (Hospital, corporate, other)
- Even split between rural and urban pharmacies



# Prescription Refills

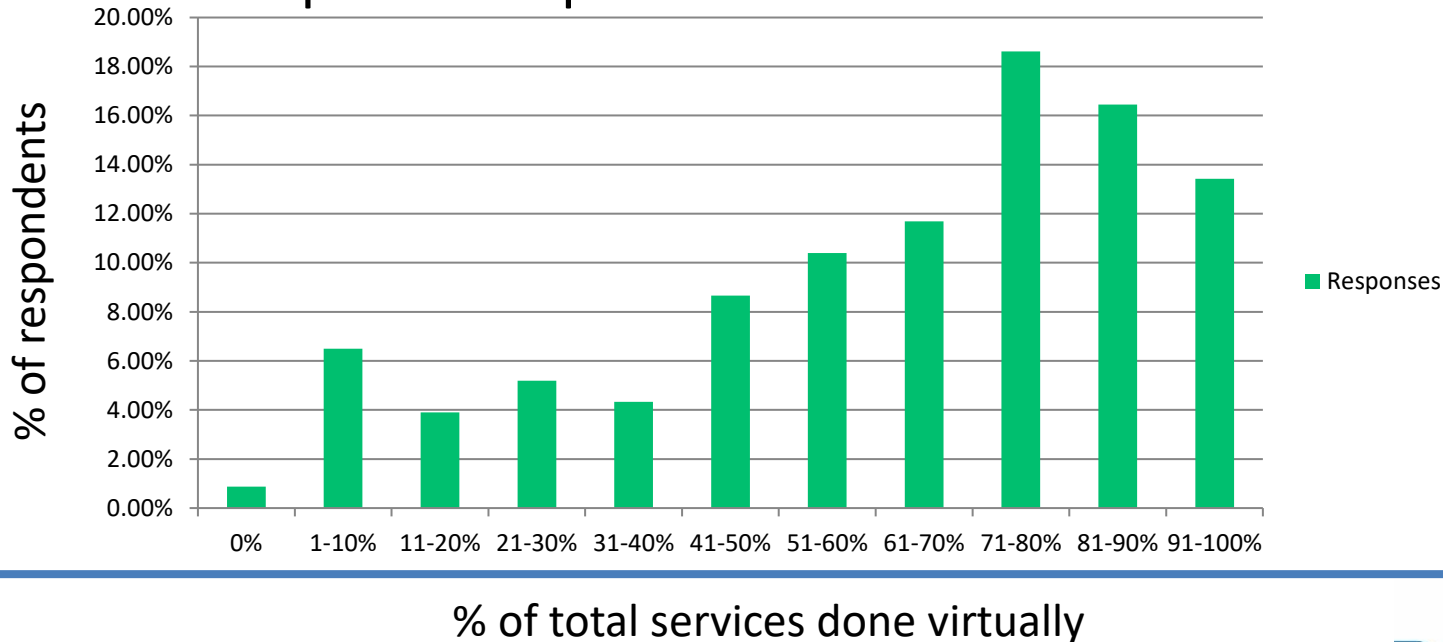
1. Prior to COVID, 77% provided refills through virtual means (telephone, email, apps, video)
2. During COVID:



# Prescription Refills

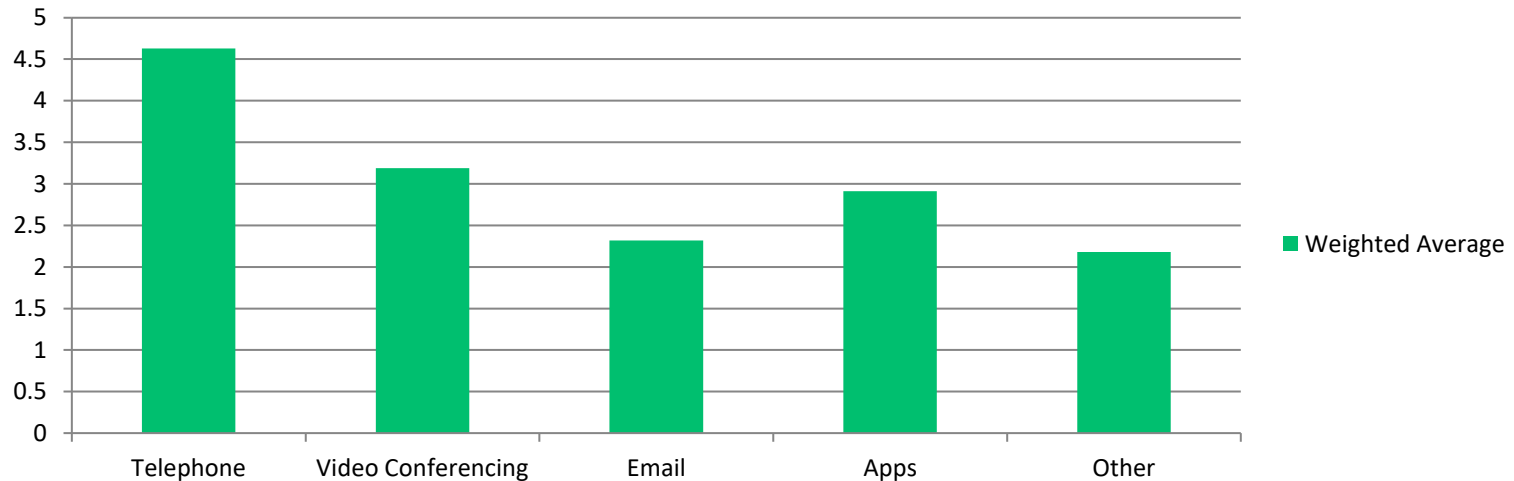
3. 99.6% feel delivering prescriptions refills virtually is safe and effective

4. 99% of respondents performed at least some refills virtually



# Prescription Refills

- 5. 41% pharmacists believe patients preferred virtual care for refills and 95% said it was preferred or acceptable.
- 6. Respondents viewed telephone as most suitable for refills (1= not suitable, 5 = very suited):

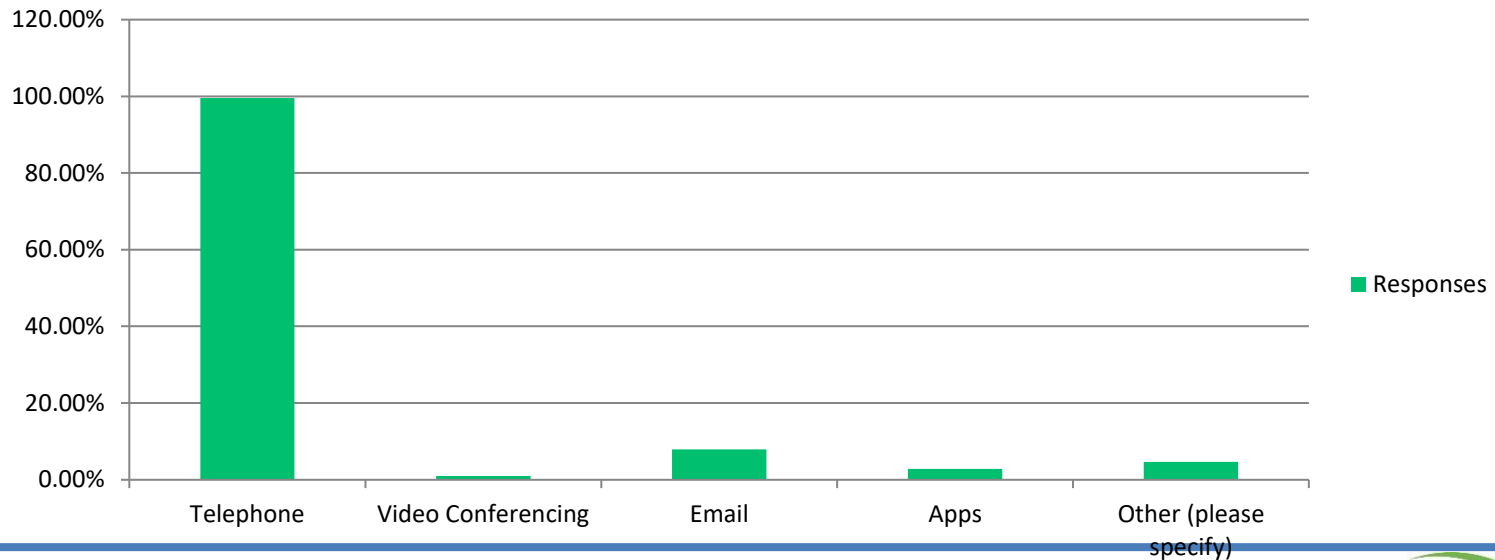


# Prescription Refills

7. 98% of respondents believe pharmacies should continue to be compensated for virtual care refills post COVID

# Prescription Counselling

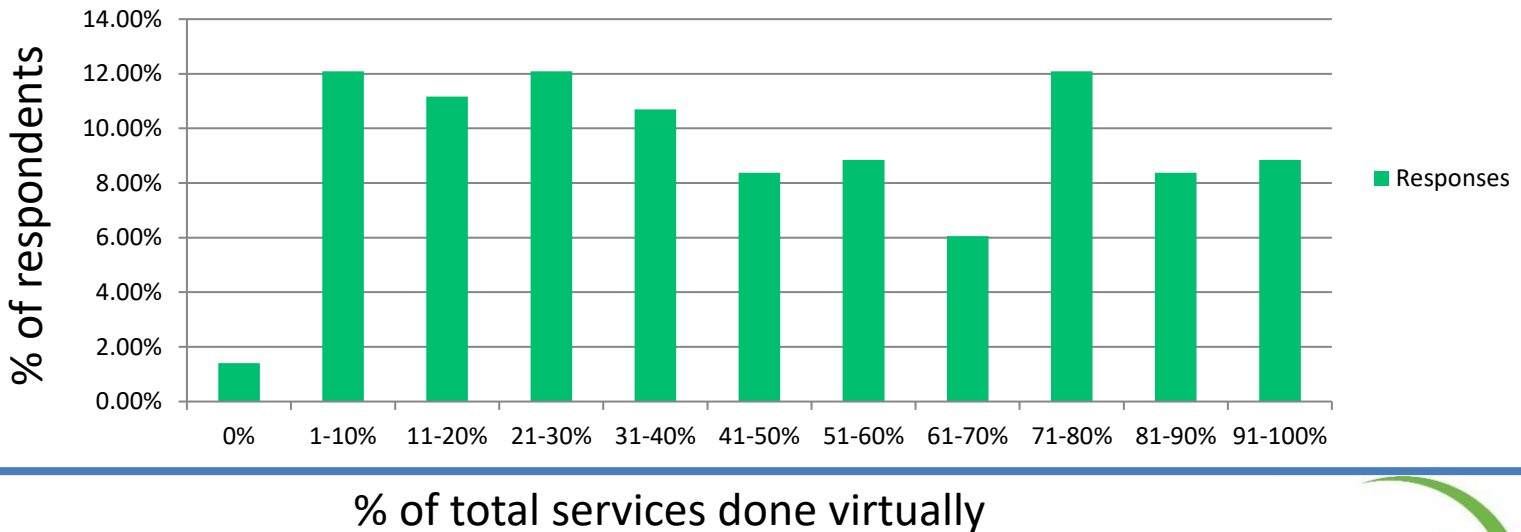
1. Prior to COVID, 89% provided prescription counselling through virtual means (telephone, email, apps, video)
2. During COVID:



# Prescription Counselling

3. 97.7% feel delivering prescription counselling virtually is safe and effective

4. 98.5% of respondents did at least some counselling virtually during COVID Almost 9% did between 91-100% virtually

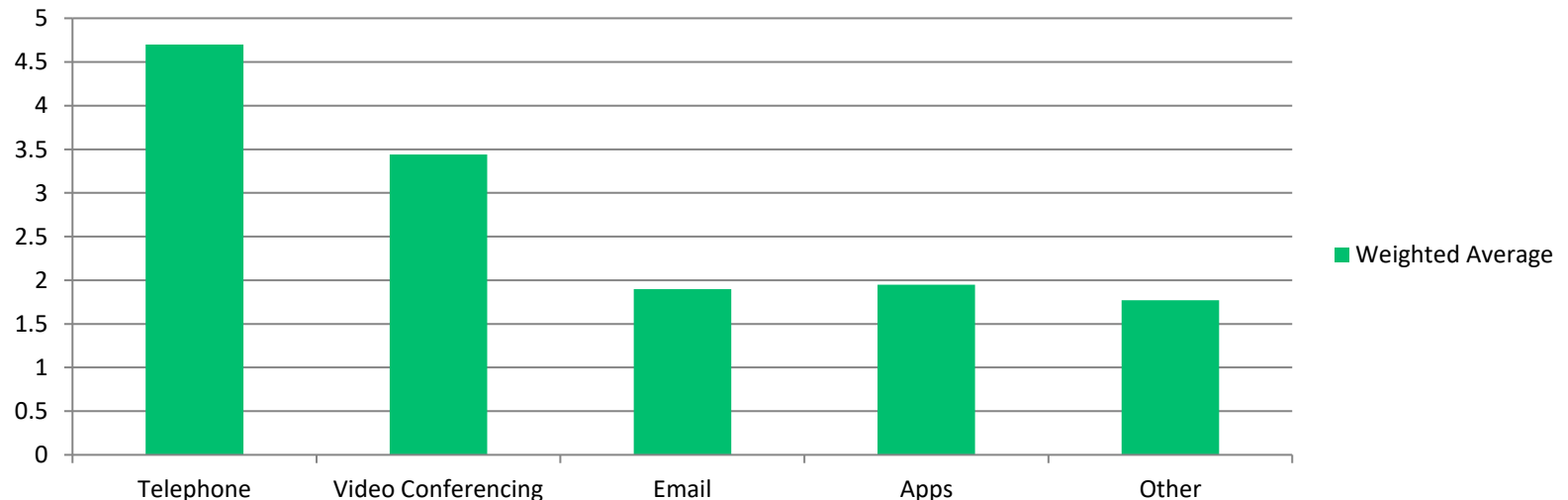




# Prescription Counselling

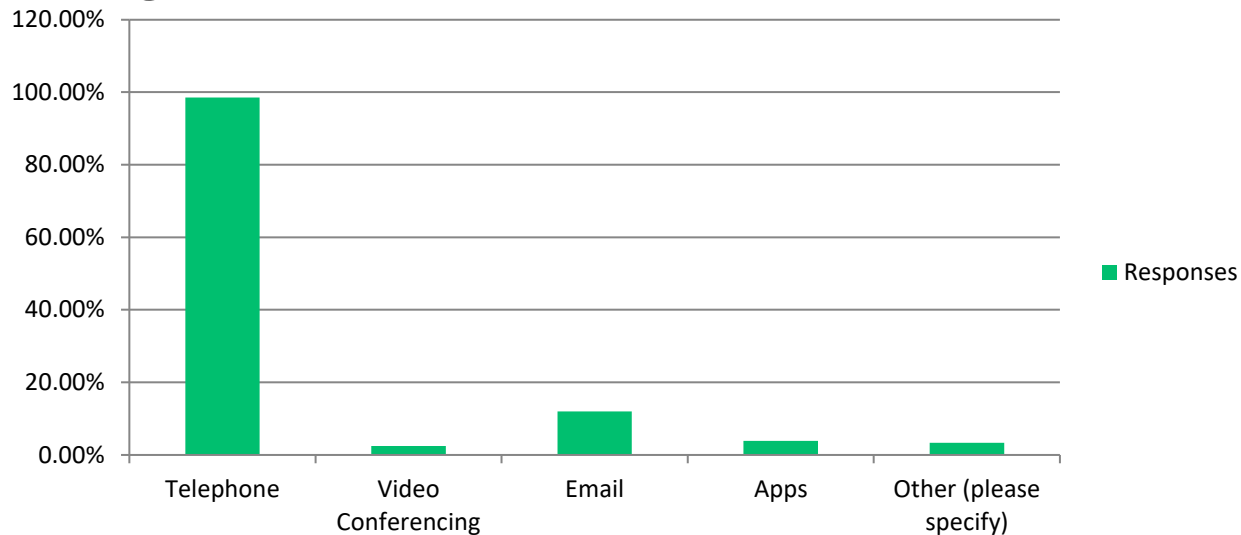
5. 21.8% pharmacists believe patients preferred virtual care for counselling and 98% said it was preferred or acceptable.

6. Respondents viewed telephone as most suitable for counselling (1= not suitable, 5 = very suited):



# OTC Counselling

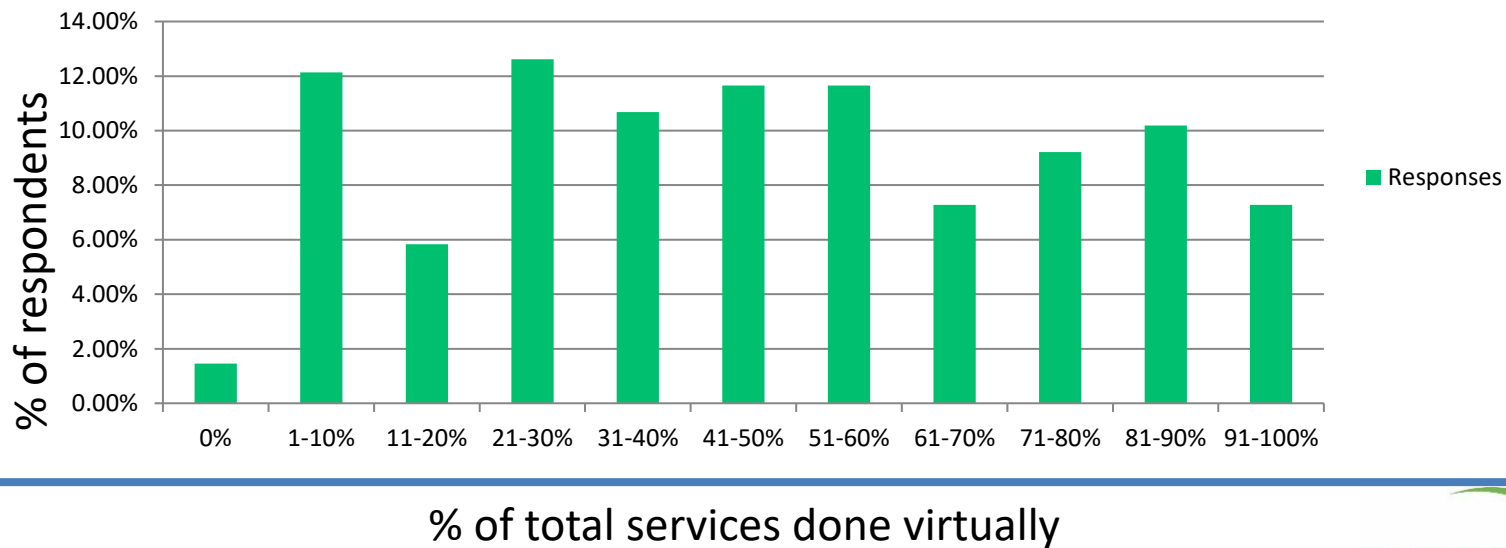
1. Prior to COVID, 94% provided OTC counselling through virtual means (telephone, email, apps, video)
2. During COVID:



# OTC Counselling

3. 96.5% feel delivering OTC counselling virtually is safe and effective

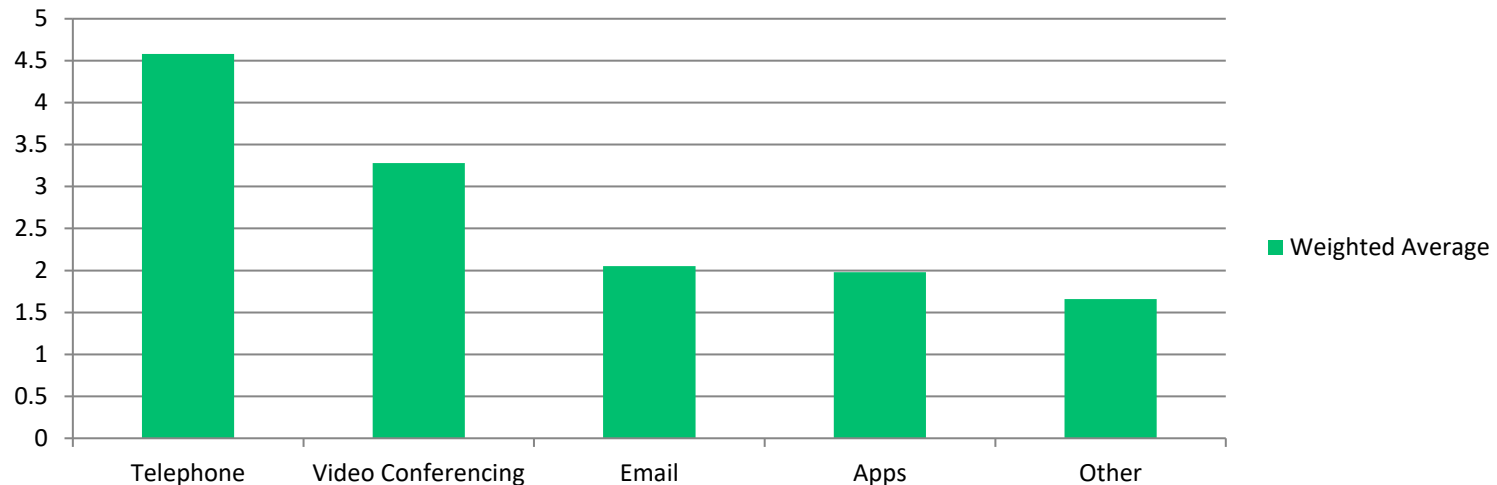
4. 98.5% of respondents did at least some OTC services virtually. 7% did between 91-100% virtually



# OTC Counselling

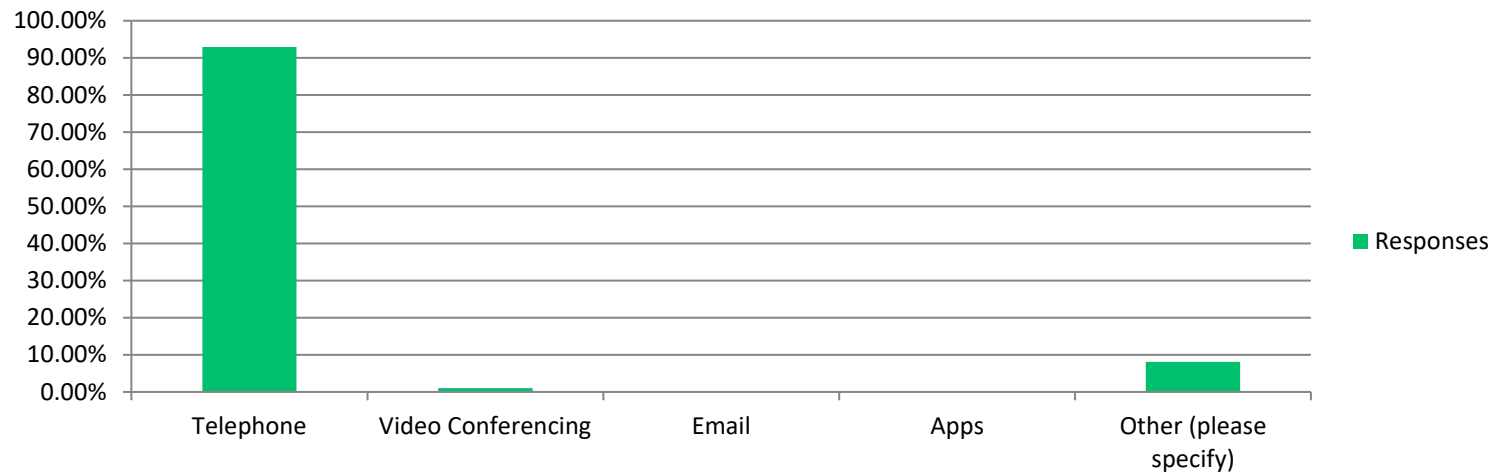
5. 27.3% pharmacists believe patients preferred virtual care for refills and 98.5% said it was preferred or acceptable.

6. Respondents viewed telephone as most suitable for OTC Counselling (1= not suitable, 5 = perfectly suited):



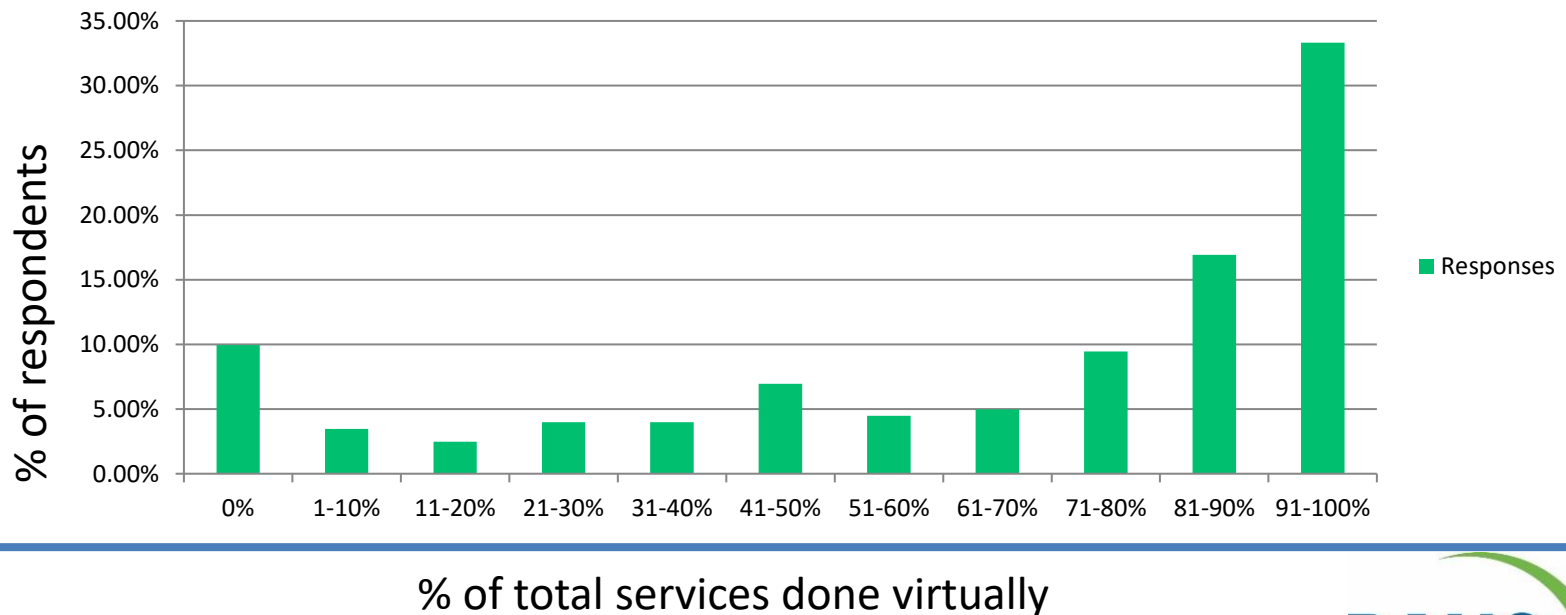
# UTI Assessments

1. Prior to COVID, 29% provided UTI Assessments through virtual means (telephone, email, apps, video)
2. During COVID:



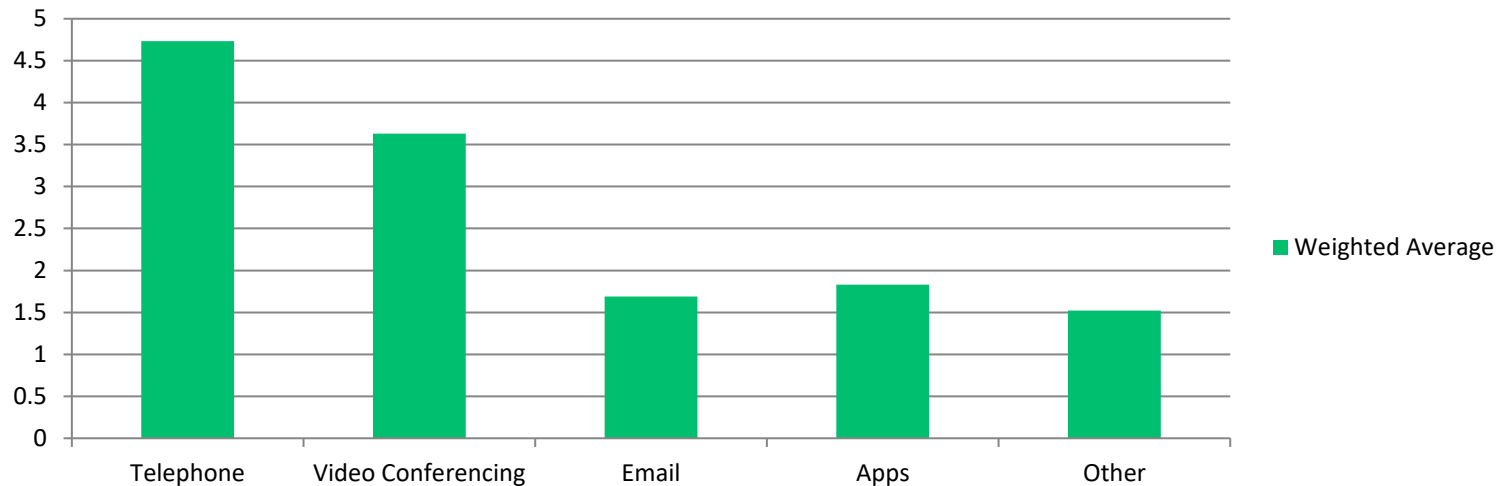
# UTI Assessments

- 3. 99% feel delivering UTI Assessments virtually is safe and effective
- 4. 90% of respondents did at least some UTI assessments virtually; 33% did 91-100% of services virtually:



# UTI Assessments

5. 60% pharmacists believe patients preferred virtual care for UTI assessments and 99% said it was preferred or acceptable.
6. Respondents viewed telephone as most suitable for refills (1= not suitable, 5 = very suited):



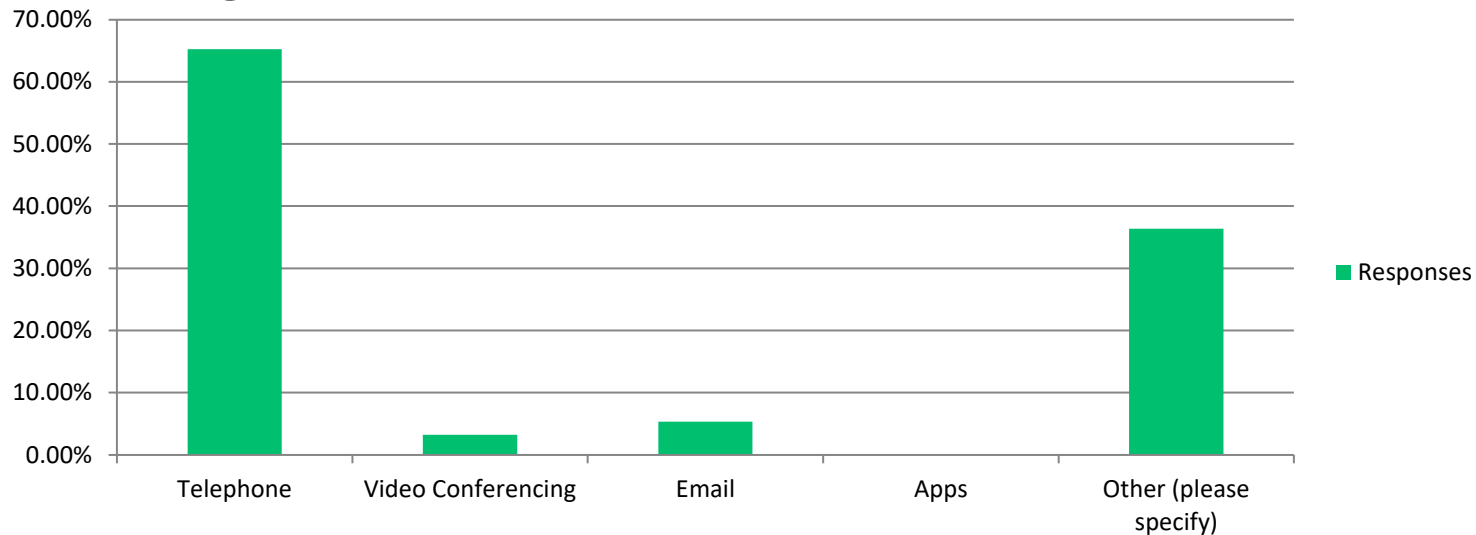
# UTI Assessments

7. 98.5% of respondents believe pharmacies should continue to be compensated for virtual care UTI Assessments post COVID



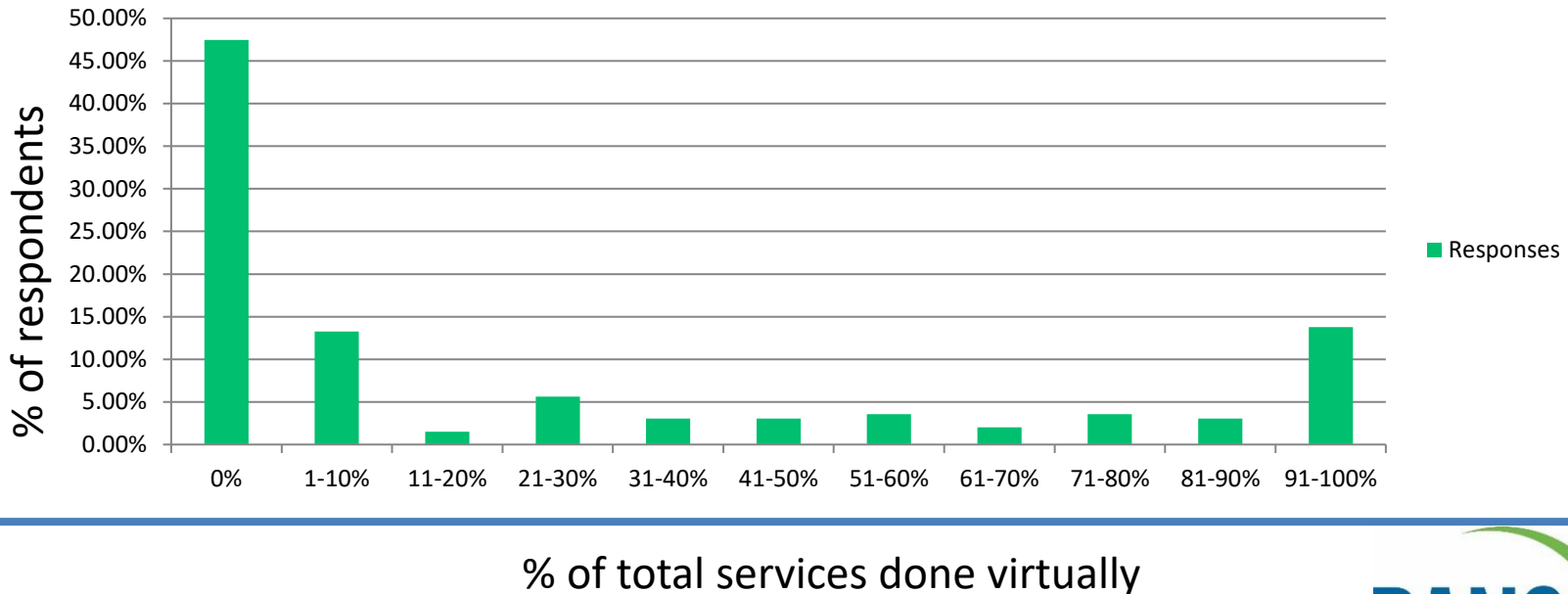
# Herpes Zoster Assessments

1. Prior to COVID, 17% provided Herpes Zoster Assessments through virtual means (telephone, email, apps, video)
2. During COVID:



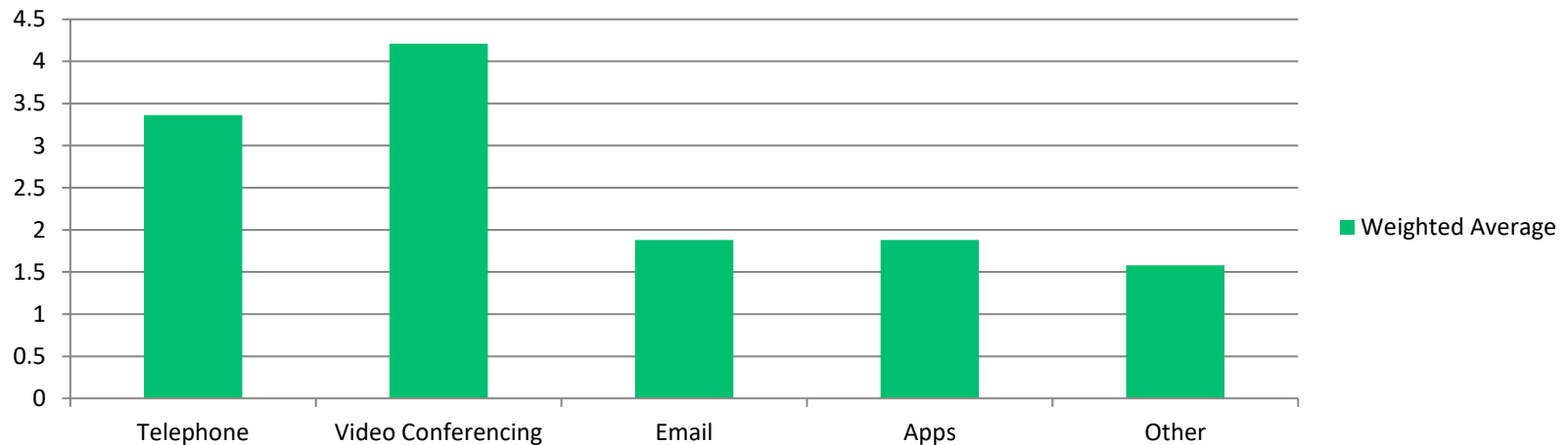
# Herpes Zoster Assessments

- 3. 74% feel delivering HZ Assessments virtually is safe and effective
- 4. 53% of respondents did at least some HZ assessments virtually. 14% did between 91-100% of services virtually.



# HZ Assessments

5. 22% pharmacists believe patients preferred virtual care for HZ assessments and 93% said it was preferred or acceptable.
6. Respondents viewed video conferencing as most suitable for refills (1= not suitable, 5 = very suited):

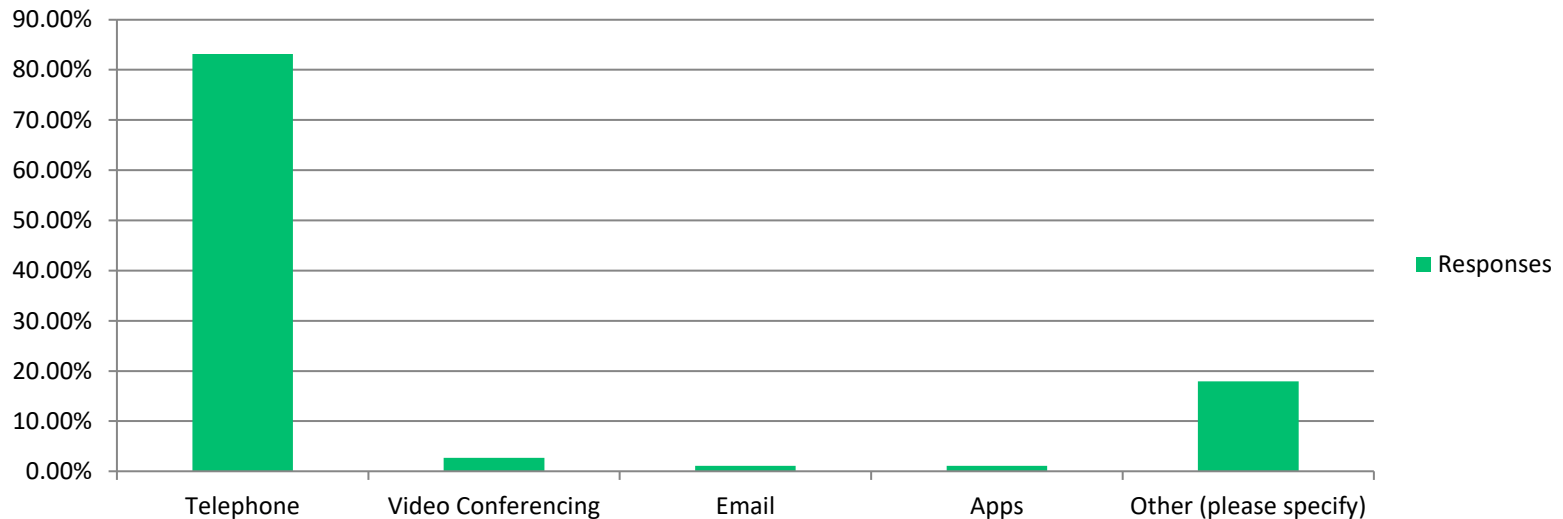


# HZ Assessments

7. 91% of respondents believe pharmacies should continue to be compensated for virtual care HZ assessments post COVID

# Contraception Management

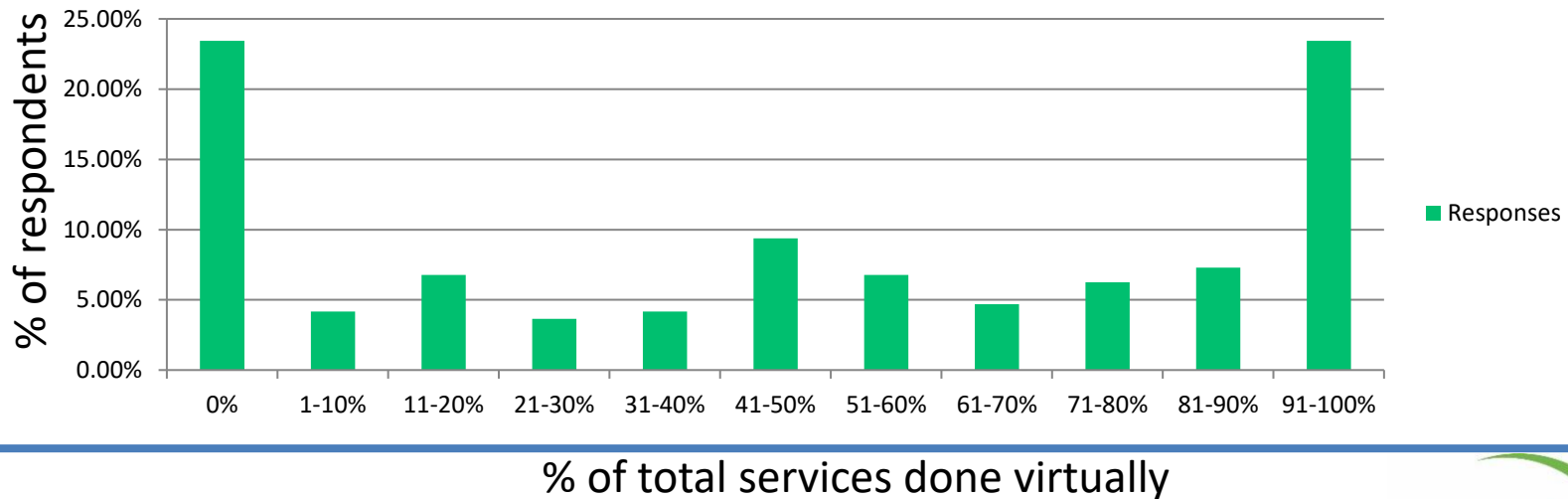
1. Prior to COVID, 26% provided contraception management through virtual means (telephone, email, apps, video)
2. During COVID:



# Contraception Management

3. 96% feel delivering contraception management virtually is safe and effective

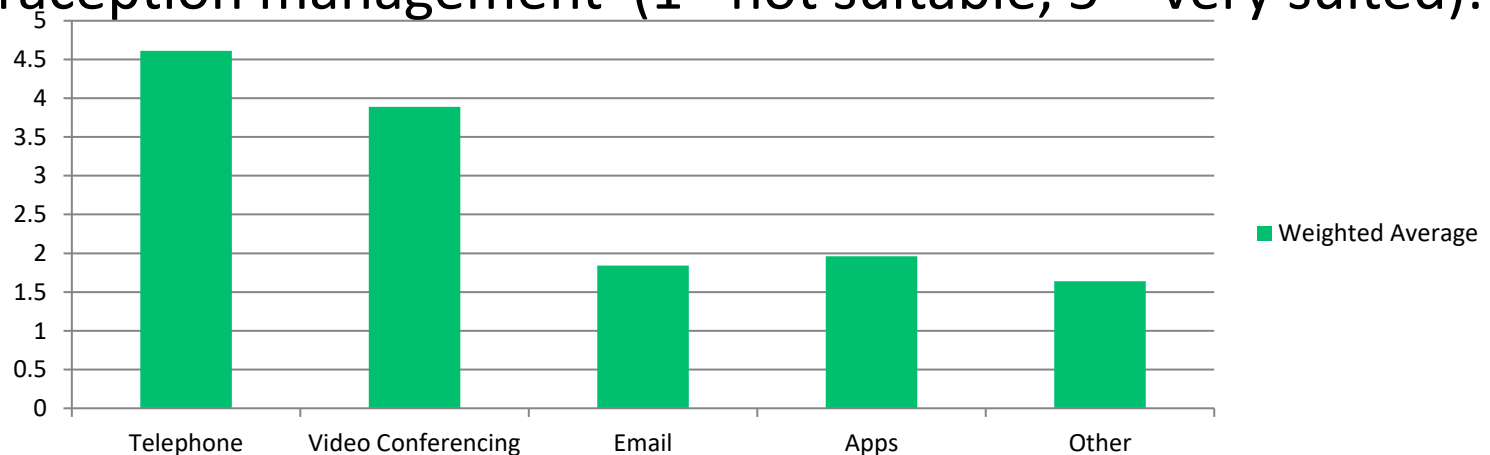
4. 77% of respondents did at least some contraception management virtually. 23% did 91-100% of services virtually



# Contraception Management

5. 42% pharmacists believe patients preferred virtual care for contraception management and 98% said it was preferred or acceptable.

6. Respondents viewed telephone as most suitable for contraception management (1= not suitable, 5 = very suited):



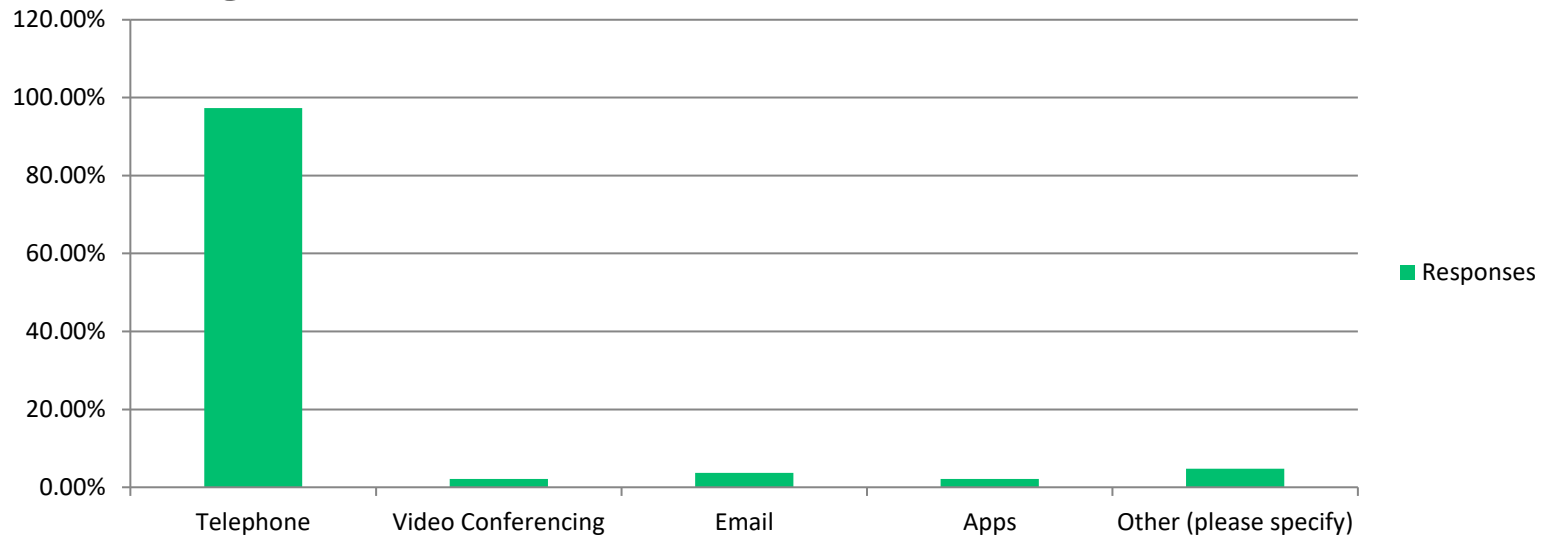
# HZ Assessments

7. 97% of respondents believe pharmacies should continue to be compensated for virtual care HZ assessments post COVID



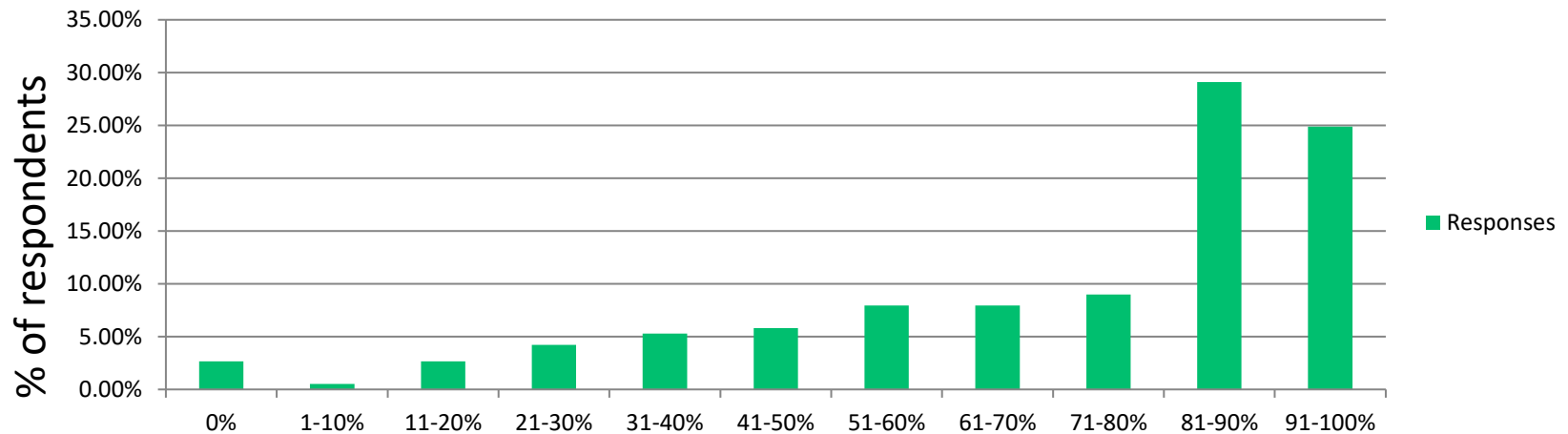
# Renewals/Adaptations/Therapeutic Sub

1. Prior to COVID, 69% provided renewals, adaptations and TS through virtual means (telephone, email, apps, video)
2. During COVID:



# Renewals/Adaptations/Therapeutic Sub

- 3. 98% feel delivering renewals, adaptations and TS virtually is safe and effective
- 4. 97% of respondents did at least some of these services virtually. 25% did 91-100% virtually.

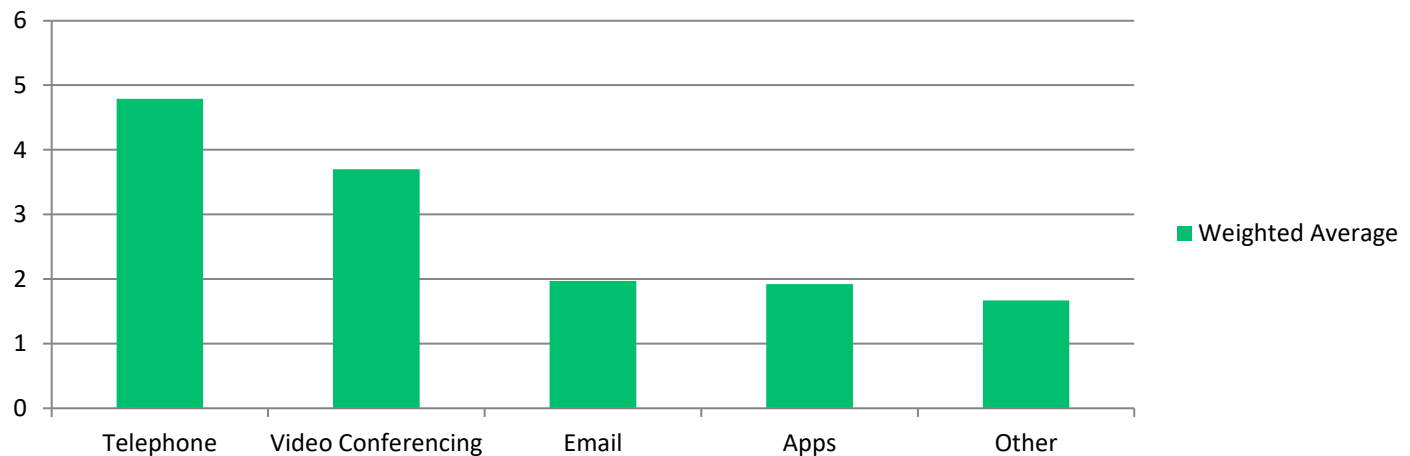


% of total services done virtually



# Renewals/Adaptations/Therapeutic Sub

5. 57% pharmacists believe patients preferred virtual care for HZ assessments and 100% said it was preferred or acceptable.
6. Respondents viewed telephone as most suitable for these services (1= not suitable, 5 = very suited):

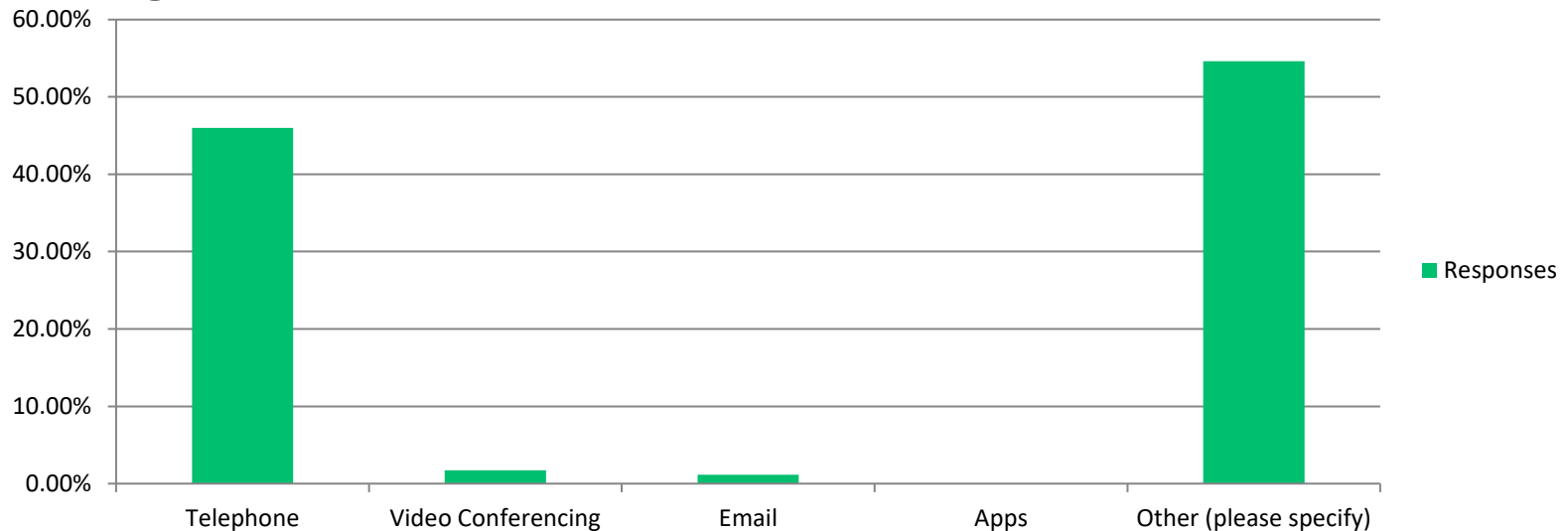


# Renewals/Adaptations/Therapeutic Sub

7. 99.5% of respondents believe pharmacies should continue to be compensated for virtual care renewals, adaptations and therapeutic sub post COVID

# Medication Reviews

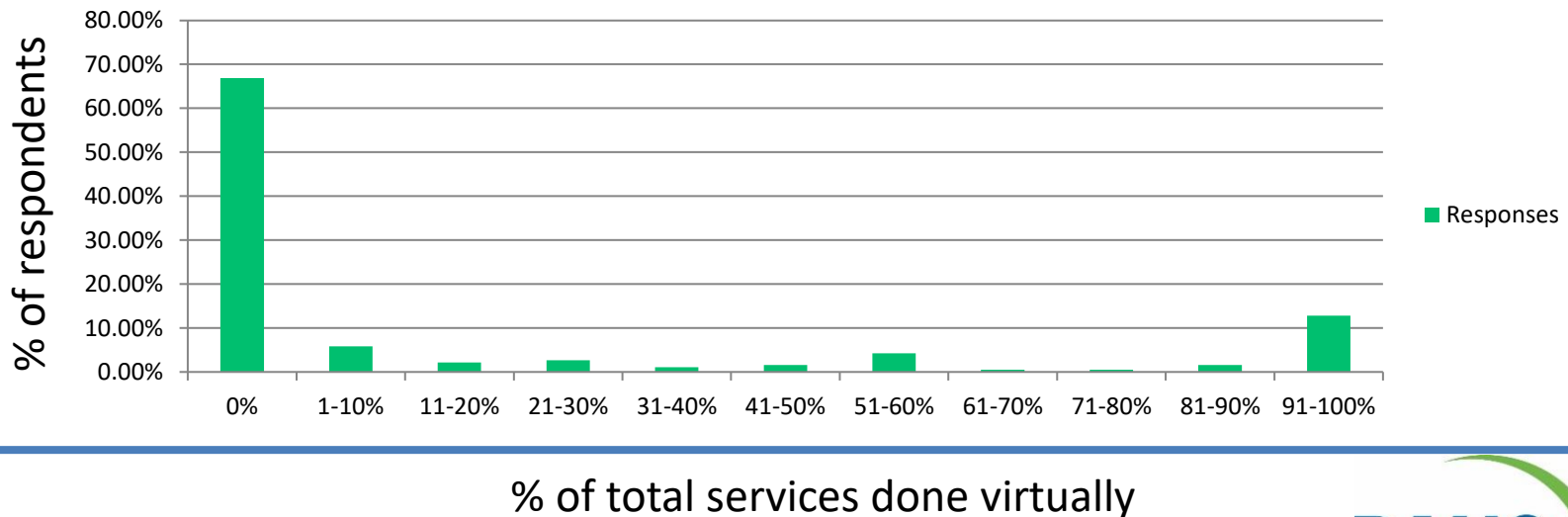
1. Prior to COVID, 13% of pharmacies conducted medication reviews through virtual means (telephone, email, apps, video)
2. During COVID:



# Medication Reviews

3. 82% feel delivering medication reviews virtually is safe and effective

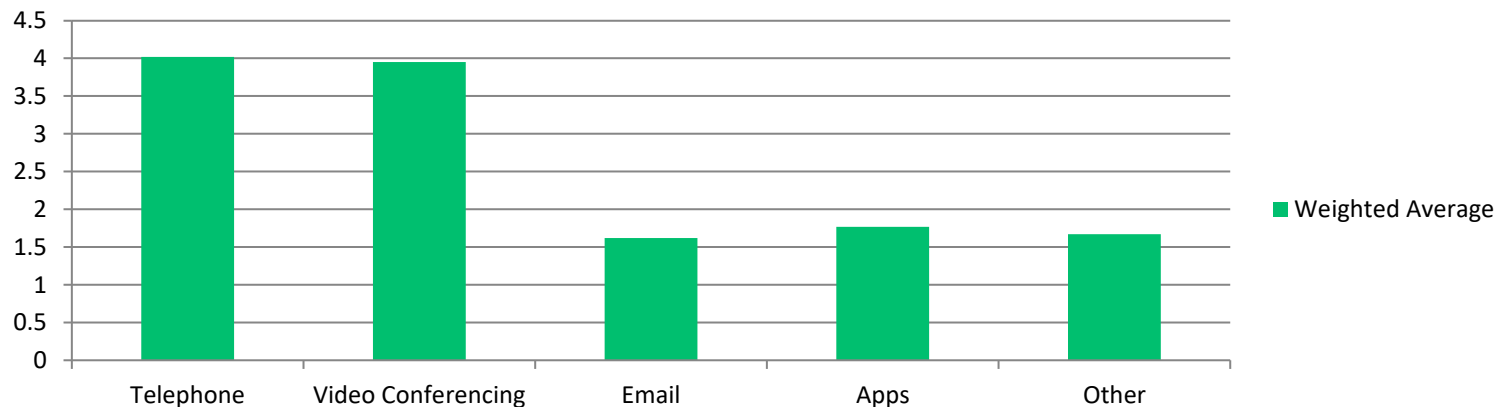
4. 34% of respondents did at least some medication reviews virtually. 11% did 91-100% of them virtually during COVID



# Medication Reviews

5. 29% of pharmacists believe patients preferred virtual care for medication reviews and 92% said it was preferred or acceptable.

6. Respondents viewed telephone and video conferencing as most suitable for med reviews (1= not suitable, 5 = very suited):



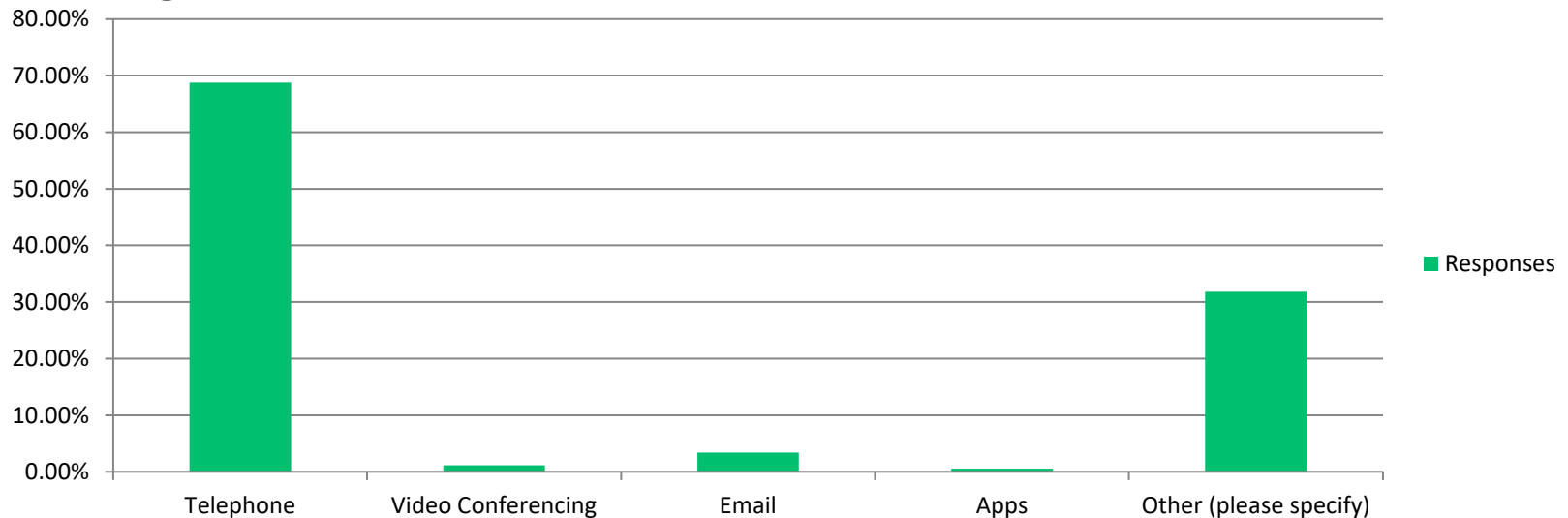
# Medication Reviews

7. 89% of respondents believe pharmacies should be compensated for virtual medication reviews post COVID



# Disease Management

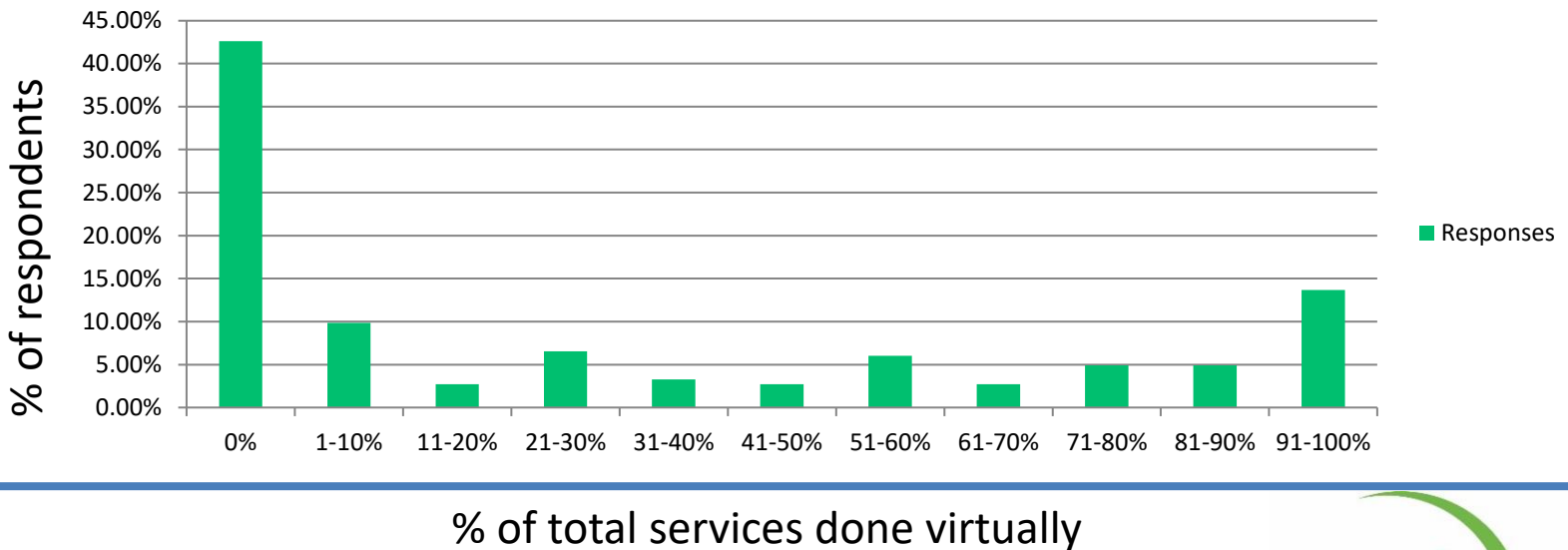
1. Prior to COVID, 38% of pharmacies provided disease management through virtual means (telephone, email, apps, video)
2. During COVID:



# Disease Management

3. 93% feel delivering disease management virtually is safe and effective

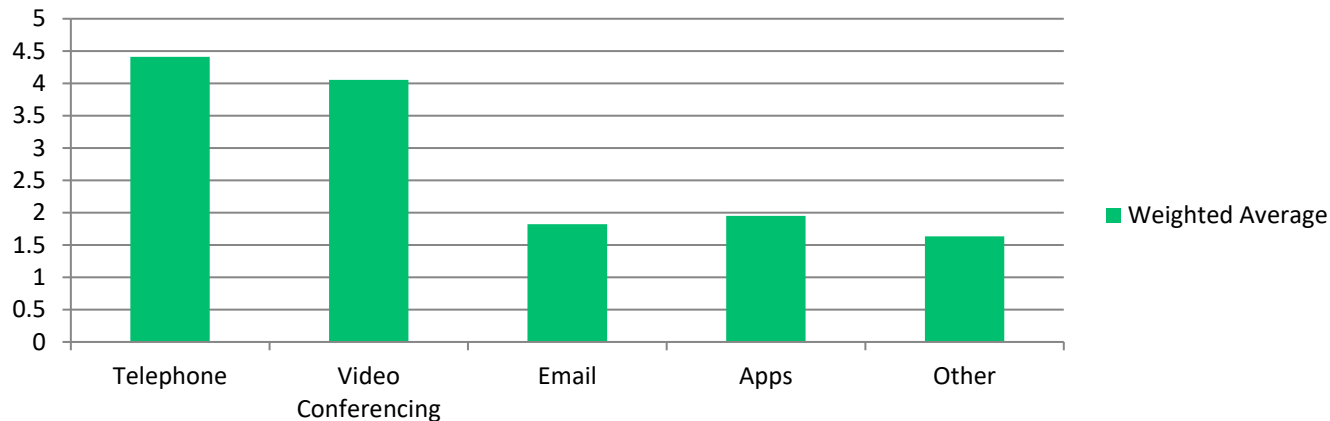
4. 58% of respondents did at least some disease management services virtually. 14% did 91-100% of services virtually.



# Disease Management

5. 25% of pharmacists believe patients preferred virtual care for disease management and 98% said it was preferred or acceptable.

6. Respondents viewed telephone and video conference as most suitable for disease management (1= not suitable, 5 = very suited):

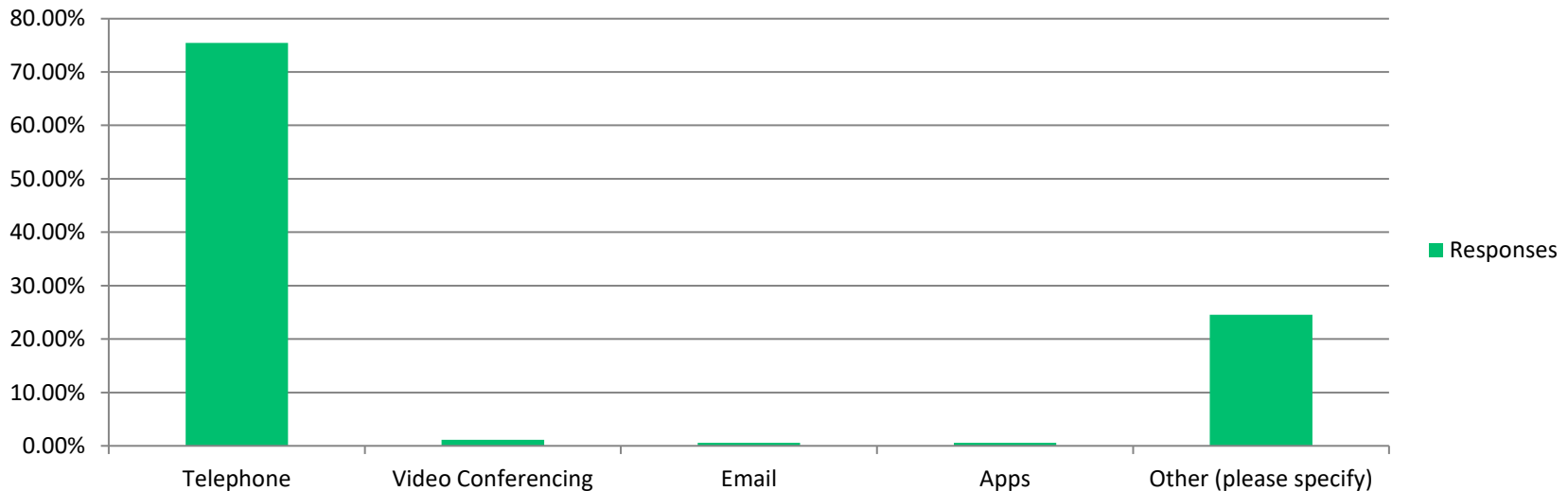


# Disease Management

7. 95.6% of respondents believe pharmacies should be compensated for virtual disease management post COVID

# Immunization Consultations

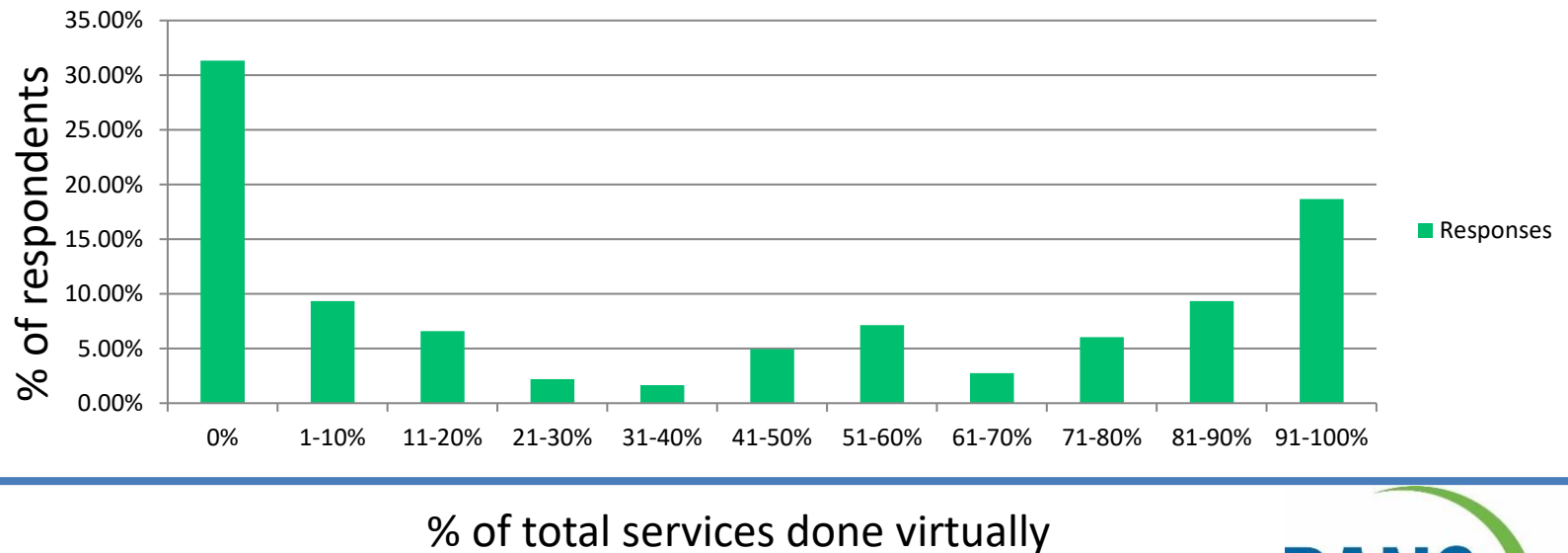
1. Prior to COVID, 44% of pharmacies provided immunization consultations through virtual means (telephone, email, apps, video)
2. During COVID:



# Immunization Consultations

3. 94% feel delivering immunization consultations virtually is safe and effective

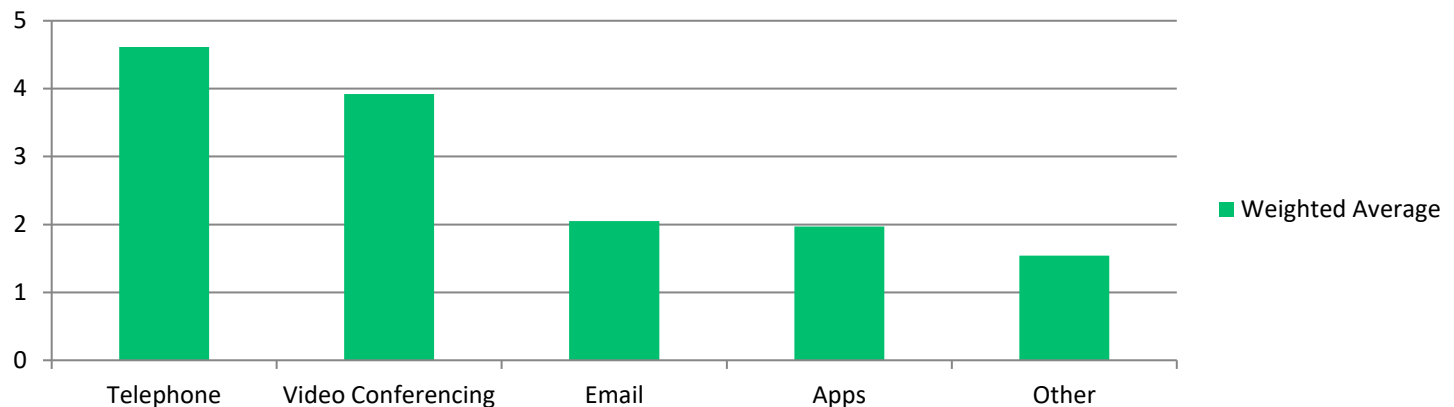
4. 69% of respondents did at least some of immunization consultations virtually. 19% did 91-100% of them virtually



# Immunization Consultations

5. 32% of pharmacists believe patients preferred virtual care for immunization consultations and 96% said it was preferred or acceptable.

6. Respondents viewed telephone as most suitable for immunization consults (1= not suitable, 5 = very suited):



# Immunization Consultations

7. 96% of respondents believe pharmacies should be compensated for virtual immunization consultations post COVID



# General Feedback

1. Any service that does not require palpation should be permitted to be done virtually.
2. Concern about privacy – need to ensure all methods used are private
3. Concerns about patient identity if not a video platform
4. Lack of non-verbal cues if not a video platform
5. Virtual care provides greater privacy and convenience for patients
6. Lack of equitable access to internet in rural NS is a problem
7. Some concern over older people's ability to use technology