

## **Pharmacist perceptions of benefits and barriers of virtual care delivery in primary care practice**

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### **Background:**

Pharmacists practicing in primary care use telephone and video conference platforms to conduct consultations and follow ups. The objective of this study was to identify pharmacist perceptions of the benefits and barriers of virtual care delivery in the primary care setting.

### **Methods:**

A descriptive qualitative research methodology was used to gain participant perspectives. Purposive sampling and semi-structured interviews were used to collect data. Interviews were conducted in-person or via telephone and the audio was recorded with participant consent. Data was analyzed through an inductive qualitative thematic approach.

### **Results:**

Six participants were interviewed from October to December 2019. Themes associated with benefits of virtual care included (1) improved access to care, (2) facilitation of follow up appointments and (3) reduced pressure on the health care system. Themes associated with barriers included (1) technical difficulties, (2) lack of remuneration for virtual consults and (3) clinical practice limitations.

### **Discussion/Conclusion:**

This study identified several benefits and barriers related to pharmacist-led virtual care delivery in primary care practice. Pharmacists felt it enabled access to care with limitations to the scope of practice due to the nature of virtual visits. These themes can inform the future of virtual care delivery by primary care pharmacists.