

## **Experiences with Virtual Care from the UBC Pharmacists Clinic**

### Introduction/Background

The UBC Pharmacists Clinic (the Clinic) is a pharmacist-led patient care clinic with almost seven years of experience with in-person and virtual care models. This presentation describes the Clinic's technical systems, experience and lessons learned with telephone and telehealth care.

### Methods

The Clinic uses a system of enabling technologies to deliver patient care and collect workload measurement data. Patients also provide input via bi-annual feedback surveys.

### Results

Of 2036 appointments at the clinic in 2019, only 1.5% of initial appointments were virtual, which increased to 64% for follow-ups. Patients (n = 18) indicated high satisfaction with the format, quality of care delivery, ease of use and benefits of to their overall health.

### Discussion

In-person, telephone and telehealth models each have advantages and disadvantages, and require the clinical pharmacist to adapt their care approach accordingly. An increasing number of patients would like to book appointments electronically, email their healthcare provider, and have telehealth visits.

### Conclusion

The Clinic team is bridging the technology gap to better align virtual service provision with patient preferences. Practical advice and information gained through experience at the Clinic have application to pharmacists in both out-patient and in-patient care settings.