

Patient Satisfaction and Experience with Virtual Oral Anticancer Medication Pharmacy Services at the Sunnybrook Odette Cancer Centre: A Cross-sectional Survey Study

Victoria Rico^{1,2}, Alia Thawer³, Carlo DeAngelis^{1,3,4}, Christine Peragine³

¹ Sunnybrook Research Institute, Sunnybrook Health Sciences Centre, Toronto, Ontario

² School of Public Health and Health Systems, University of Waterloo, Waterloo, Ontario

³ Department of Pharmacy, Sunnybrook Health Sciences Centre, Toronto, Ontario

⁴ Leslie Dan Faculty of Pharmacy, University of Toronto, Toronto, Ontario

Background: In 2015 the Odette Cancer Center introduced a pharmaceutical care model to optimize clinical support for patients prescribed oral anticancer medications (OACMs). As part of this program, pharmacists employ information and communication technology to provide medication-related education, counselling, and remote toxicity management support. This prospective survey study evaluated patient satisfaction and experience with OACM pharmacy services.

Methods: Patients who completed 1-3 months of OACM therapy between January-March 2020 completed validated surveys to assess health literacy and satisfaction with medication information, as well as an investigator-developed questionnaire about counselling experiences and ability to self-manage OACM toxicities. Associations were tested using logistic regression.

Results: Thirty-four patients completed the study. Subjects reported high levels of satisfaction with counselling services and OACM information provided. Seven subjects (21%) had low health literacy across all items tested. Telephone and face-to-face counselling were more helpful than paper-based information sheets for understanding how to manage side effects (87% telephone and 86% face-to-face counselling; 71% written information sheets). No associations between health literacy, patient satisfaction, and ability to self-manage side effects were found.

Conclusion: Patients were satisfied with Odette OACM virtual pharmaceutical care services. Ability to self-manage side effects was unrelated to patient satisfaction or health literacy.

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