

Title: Telepharmacy: Case Series to highlight Pharmacy Services and Best Practice Areas

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Background: Telepharmacy is defined as “The use of telecommunications technology to facilitate or enable the delivery of high-quality pharmacy services in situations where the patient or health care team does not have direct (in-person) contact with pharmacy staff.” (CSHP 2020). The current COVID 19 pandemic present many situations where a patient consultation or follow up is needed, but due to physical distancing or self-isolation requirements, it is not possible to arrange for a face-to-face (F2F) discussion. Telepharmacy fills this gap and can work for both the pharmacist and the patient.

Methods: In this series, we present cases encountered between March, 2020 to June, 2020 using telepharmacy which highlight 1) pharmacy services and 2) practice areas for consideration.

Results: Cases describe areas of pharmacy services including patient medication education, identification of medication errors and enhancing medication adherence. These cases further highlight practice areas pharmacists need to consider for further adoption and implementation such as technology requirements, “ideal” patient cases, privacy, legal and liability considerations, reimbursement and available pharmacy resources.

Conclusion: In nonpandemic times, virtual visits using telepharmacy can facilitate pharmacy services when patients have barriers such as remote areas, mobility challenges, or inflexible schedules. The pandemic is pushing pharmacists to adopt virtual care faster than ever before. A systematic approach provide pharmacists steps to ensure virtual care will accomplish something that enhance and support pharmacy care for many years to come.