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REMOTE PHARMACEUTICAL CARE: GLOBAL EXPERIENCE AND PERSPECTIVES

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Introduction. Remote pharmaceutical care, facilitated by modern technology, has revolutionized access to pharmaceutical services. From consulting in rural regions of the United States and Europe, to significant savings in Australia, this practice is improving treatment adherence and reducing costs despite technological and privacy challenges.

Aim of the study. The aim of this study is to analyze global experiences and perspectives on remote pharmaceutical care, assessing its impact on the accessibility, quality and efficiency of pharmaceutical services, and to identify the associated challenges and opportunities.

Material and methods. Remote pharmaceutical care, facilitated by modern technology, has revolutionized access to pharmaceutical services. From consulting in rural regions of the United States and Europe, to significant savings in Australia, this practice is improving treatment adherence and reducing costs despite technological and privacy challenges.

Results. Review of published scientific resources on remote pharmaceutical care highlighted numerous advantages. In particular, increased access to pharmaceutical services in rural and remote areas,

such as in rural US states and parts of Europe, was a strength. Patients with reduced mobility and those in hard-to-reach regions benefited from continuous consultation and monitoring. Improved adherence to treatment was another notable outcome. Periodic counseling via digital platforms has facilitated real-time tracking and adjustment of treatments, with successful examples in the UK where diabetes patients have demonstrated better management of blood glucose levels. The reduction of costs associated with medical care has been confirmed by several studies, especially in Australia, where remote care projects have resulted in significant savings. Patients reported a high level of satisfaction, appreciating the convenience and accessibility of services. However, the challenges are not lacking; technological barriers and limited digital skills are significant obstacles. In sub-Saharan Africa, insufficient infrastructure limits the use of digital platforms. These results highlight the remarkable potential of remote pharmaceutical care, but also the need for continued efforts to overcome the identified challenges.

Conclusions. Remote pharmaceutical care brings key benefits such as increased accessibility, improved treatment adherence and reduced costs. However, technological barriers and limited digital skills require attention. Continued investment and education are vital to the success of this practice.

Key words: community pharmacy, remote pharmaceutical assistance, telepharmacy.

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