

# Assessments of Consumers Perceptions about Home Delivery of Medications service in the UAE: A cross-sectional study

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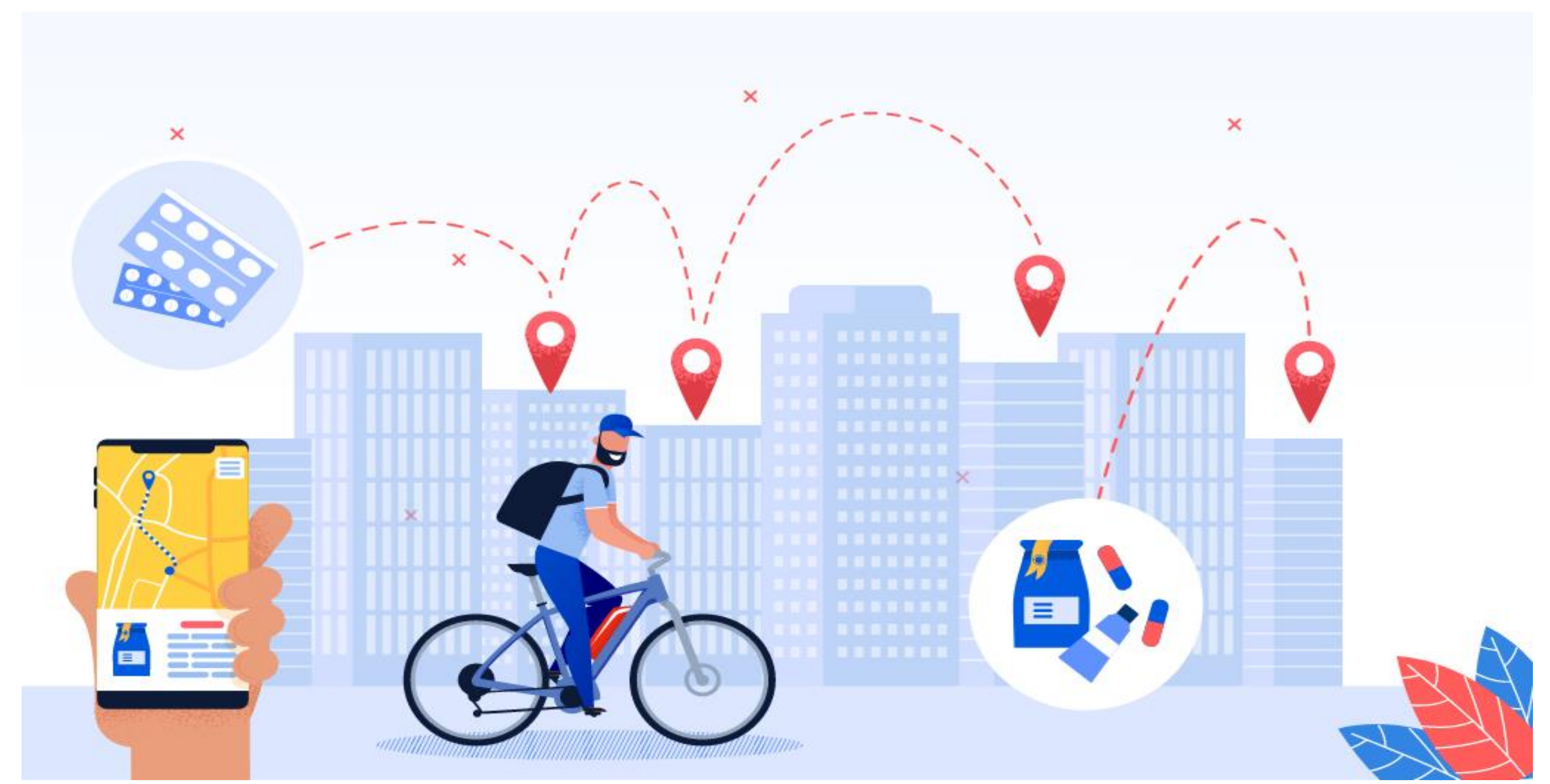
## INTRODUCTION

Medication home delivery service is provided by pharmacies to deliver prescription and non-prescription medications, medical equipment, personal care, supplement, and nutritional products to patients at their homes(1). It became a very popular option to order medication ever since the World Health Organization (WHO) declared that COVID-19 has become a global pandemic(2). This service was approved by the guidelines and policies of the health authority and the Ministry of Health and Prevention in the UAE(3).

**Aim of the Study:** To assess factors that influence the use of the home delivery of medication service offered by community pharmacies in the UAE.

## METHOD

- A cross-section study was conducted using an electronic survey. The survey was disturbed through social media.
- Included criteria were adults who are residents of the UAE and are at least 18 years old were eligible to participate.
- The Raosoft® software was used to calculate the sample size.
- This study gets ethical approval from the research ethics committee at the University of Sharjah.



## Results

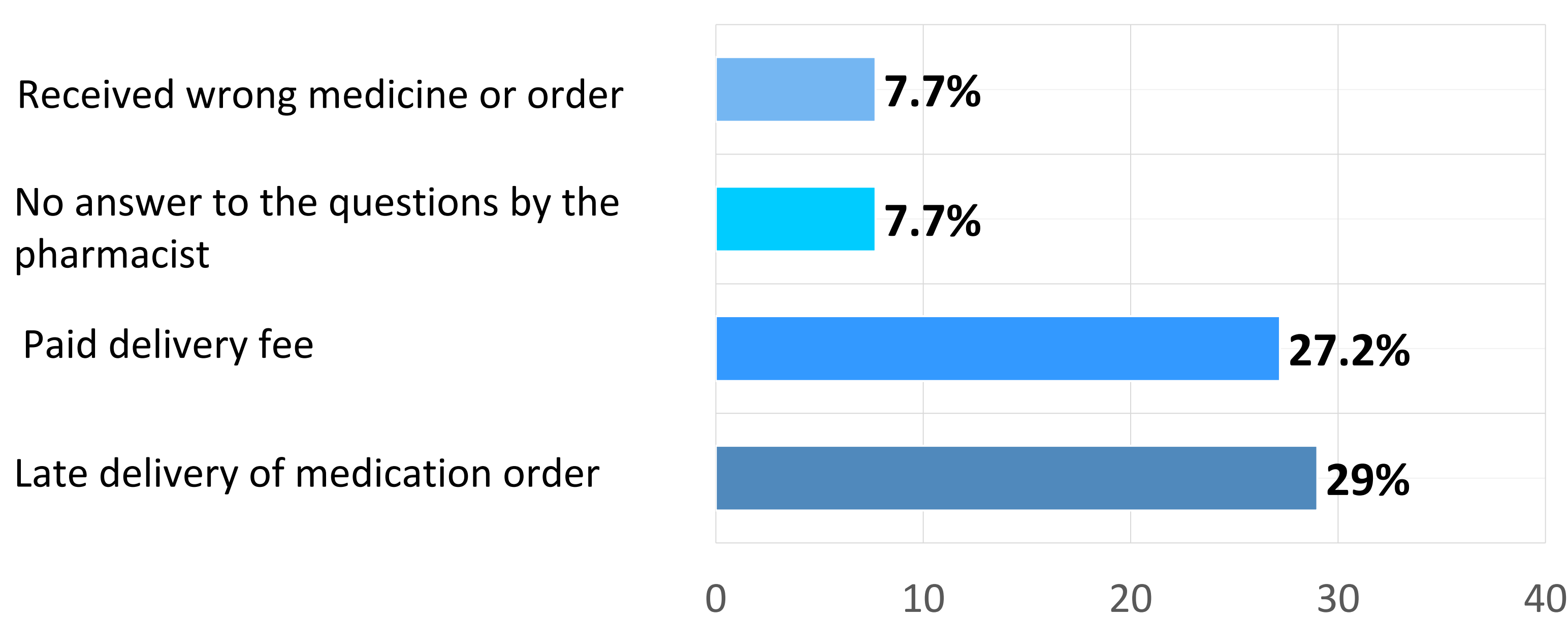


Figure 1 The event participant faced while using Medication Home Delivery

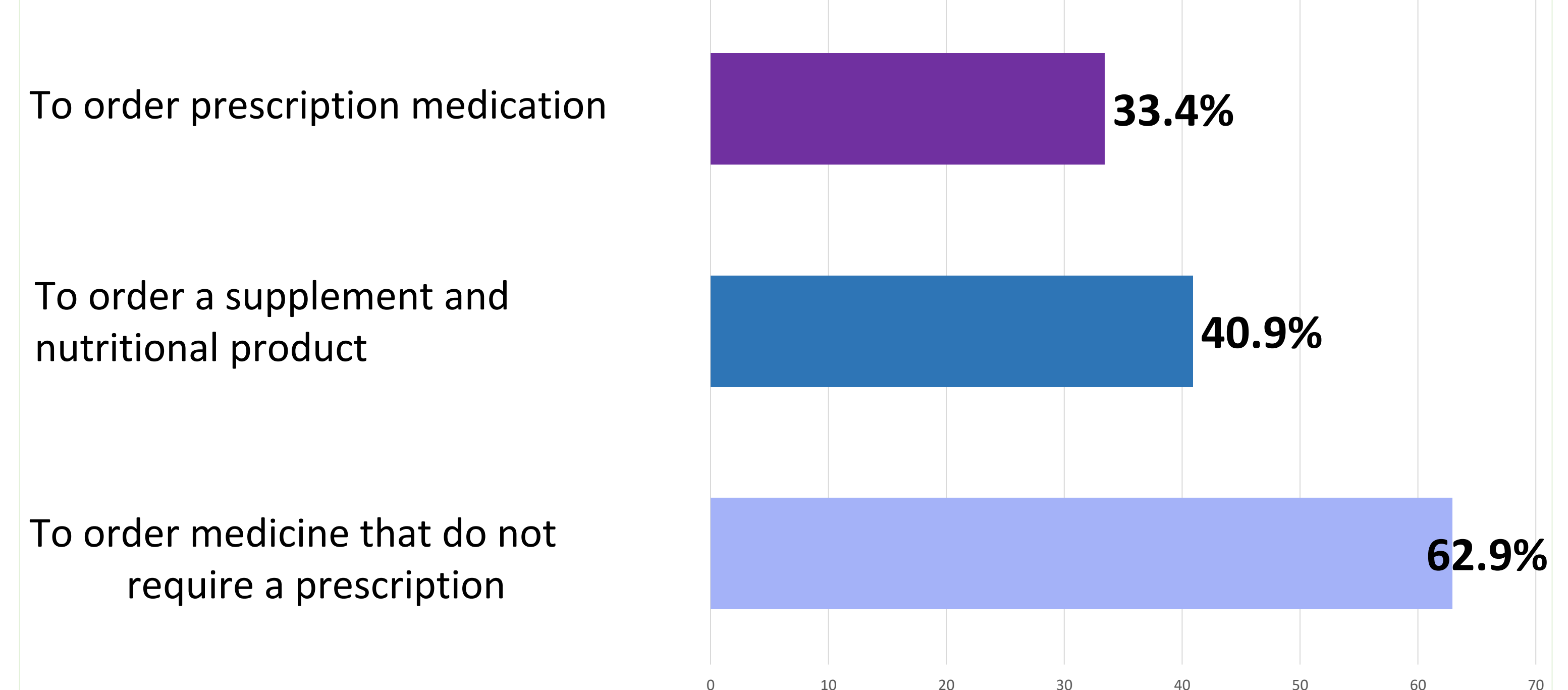


Figure 2 Reasons for using MHD service

Table 1 The benefit and limitations of using medication home delivery service for prescription drugs

| Variables  | Agree |
|--|-------|
| Reduce the risk of exposure during pandemics                       | 78.1% |
| Serving the sick, elderly, and disabled people                     | 83.8% |
| More comfortable for parents with children at home                 | 83.6% |
| Reduce overcrowding in health facilities                           | 75.6% |
| Limiting communication and interaction with the pharmacist         | 47.6% |
| It leads to medication errors                                      | 39.5% |
| It is not appropriate to provide advising to patients              | 43.3% |
| Associated with incorrect medications being dispensed or delivered | 40.2% |

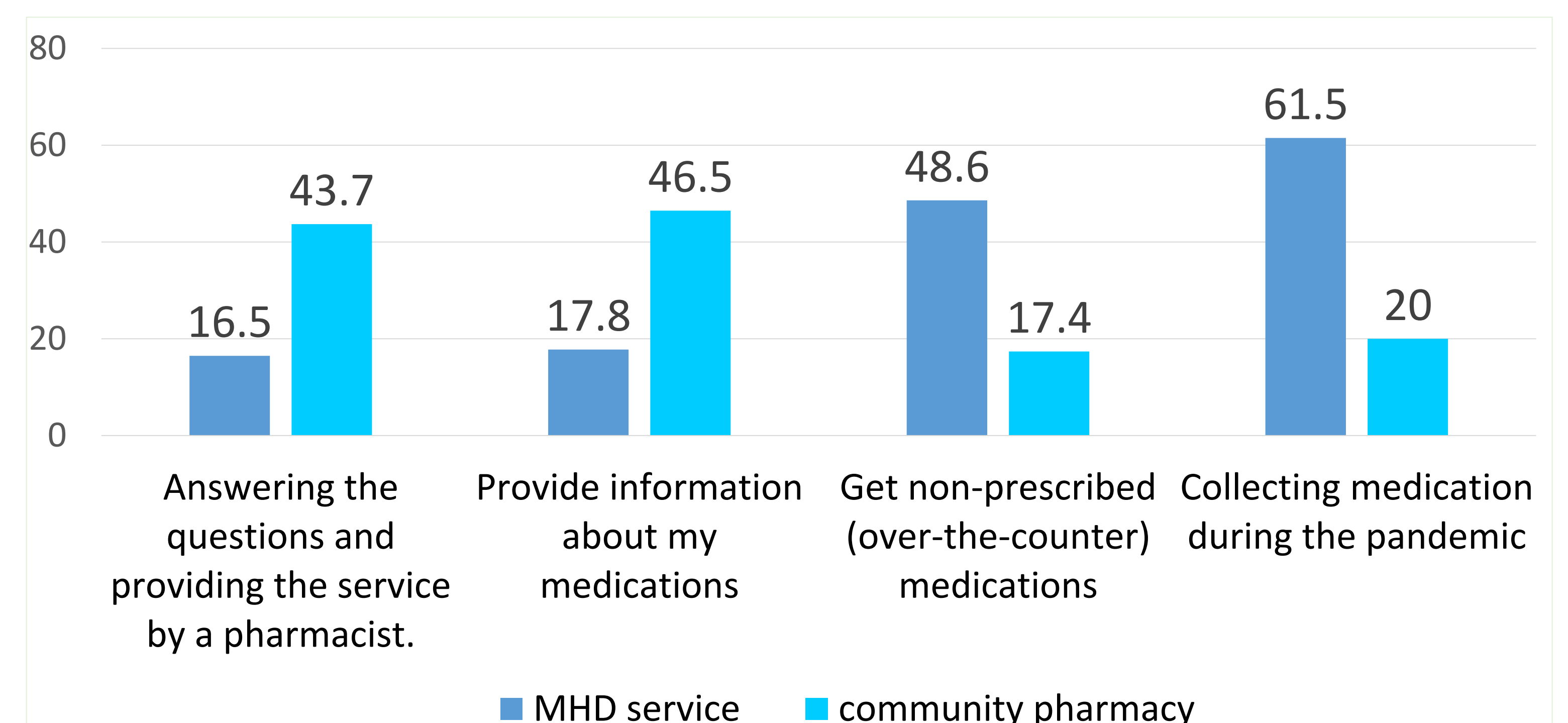


Figure 3 Public opinion on the difference between home medication delivery services and getting medication directly from a community pharmacy.

## CONCLUSION

Most of the participants in the UAE have a positive impression of medication home delivery service compared to refilling medicines in pharmacies because it increases adherence by making access to medicines easier and faster. But some participants felt that this service would reduce the contact time between pharmacists and patients, which would affect the effectiveness of medication counseling.