

# Using telemonitoring in pharmacies to improve outcomes and efficiency

## The challenge

In Spain:

- 15% of patients account for 65% of health spending
- 19 million people have one or more long-term conditions
- 80% of GP appointments and 60% of hospital admissions are related to chronic diseases
- Over a million patients have COPD, accounting for 2% of the annual budget of the Ministry of Health

How can using telemonitoring in pharmacies help people with long-term conditions to manage their own health and reduce their use of health care resources?

## What we did

Tunstall Televida is Spain's leading provider of telecare, monitoring, response and associated services, supporting more than 245,000 people. Working with Canadian-owned pharmaceutical company Apotex, Tunstall Televida has developed Apocare, a healthcare software platform designed for the use in pharmacies.

In this case the pharmacist will always help the users take their health measurements using various devices such as weighing scales, pulse oximeter, thermometer, blood pressure monitor and glucose meter. Data from the devices is automatically transmitted to a secure platform for analysis and reporting, and can be accessed remotely by clinicians with relevant permissions to enable them to manage medical alerts and plan future care. Information is also collected in a comprehensive health status report for users to take away.

“ Pharmacies play a vital role in society, at the forefront of patient care. The Apocare system helps them to take a more active role in improving the quality of life of their local population, supporting them in promoting health and preventing disease, and working with other professionals to help build a more sustainable health care system.

**Mar Entrambasaguas, Director of Strategic Development, Tunstall Televida**



If the results suggest an immediate health problem, the pharmacist can offer advice, such as treatment with medication or referral to a clinician. The system is also linked to a monitoring centre where medical specialists are contactable 24 hours a day.

All devices are CE marked and classified according to the European Medical Devices Directive, and the protocols used supported by medical and pharmaceutical organisations.



## Results

The service is currently being used in six pharmacies, but is being expanded throughout Spain. The systems will be offered in convenient locations, in pharmacies with extended opening hours to give users easy access.

Apocare can help to support a wide range of people, in particular older people, people with long term conditions and pregnant women. It is also useful for people who want to monitor their health as part of maintaining good overall health and wellness.

### Key benefits include:

- Helps users to increase in knowledge and confidence regarding managing their own health
- Allows close monitoring of health between periods of medical consultations
- Offers users the reassurance of regular health monitoring

- Enables GPs and clinicians to provide tailored care by giving them patient history and additional data
- Helps to identify worsening health for people with long-term conditions at an early stage, reducing the need for more costly and complex interventions
- Enables pharmacies to take a more active role in managing people's health in the community

Apocare also enables pharmacies to build closer relationships with patients, seeing them regularly and building up a picture of their health over time. It also enables pharmacies to add value to the services they offer and creates a sense of loyalty with users.

Giving community pharmacists the tools to become more involved in services such as early detection of diseases and conducting screening programmes will make a clear contribution to improving public health and making the best use of resources, as well as providing patients with peace of mind.



The Apocare service has been presented to Spanish primary care organisations including:

- National Congress of Pharmaceutical Care
- National Congress of Pharmacists, Castilla and Leon
- College of Pharmacists of Alicante
- College of Pharmacists of Tarragona

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