

Community pharmacy-customers' wishes and attitudes towards COVID-19 antibody test

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Introduction

Since June 2020 customers have had the possibility of buying a COVID-19 antibody test carried out at some of the community pharmacies in Denmark at a price of €36. This kind of test at the pharmacies was a whole new possibility for the public, and the pharmacies were the only places offering this service.



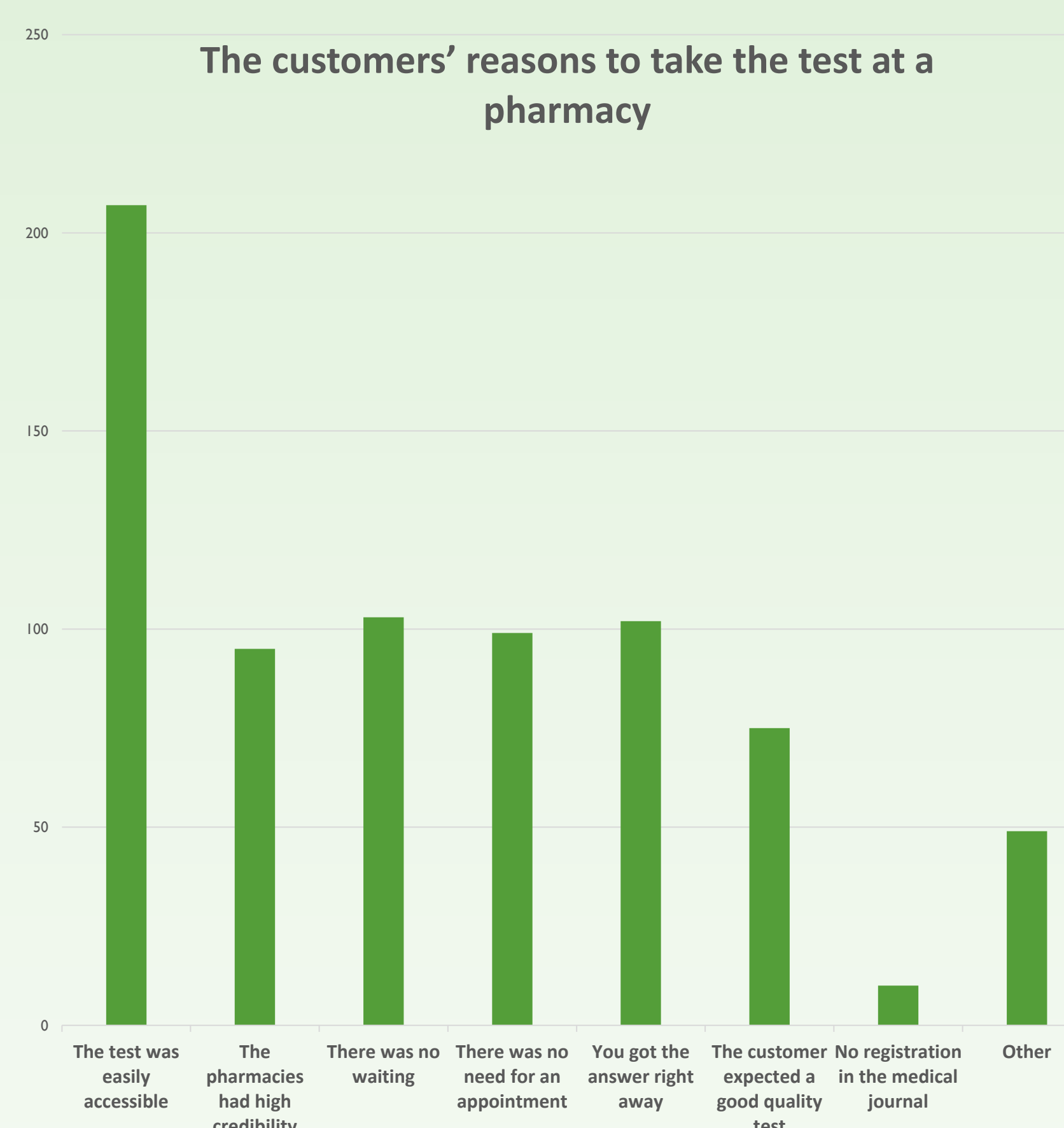
Purpose

To investigate the community pharmacy-customers' attitudes towards the COVID-19 test, the testing price, the taking of a test at pharmacies and the expectations regarding the use of the test result.

Method

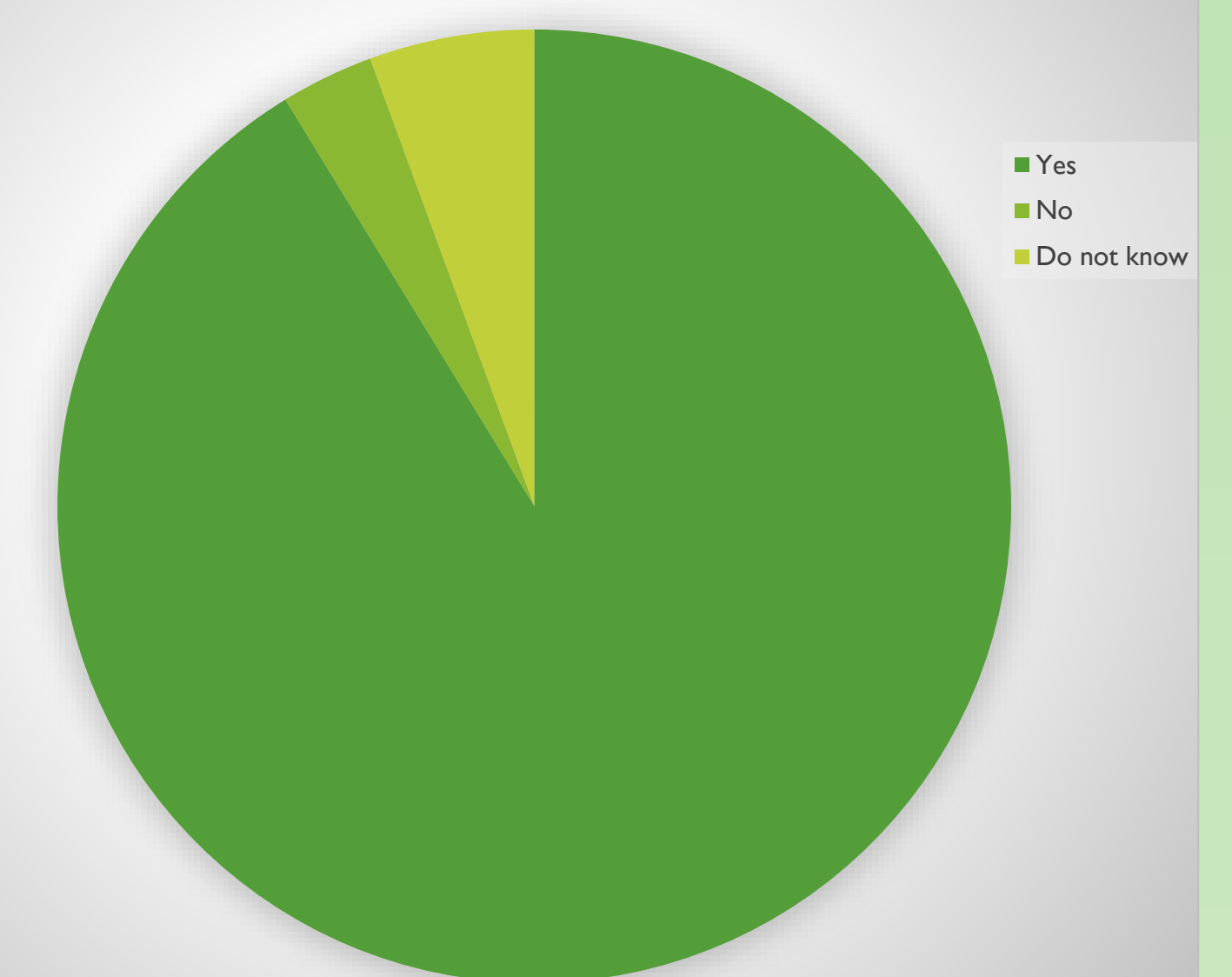
- A new electronic questionnaire for pharmacy-customers was developed.
- At the participating pharmacies, pharmacists and pharmacy technicians reviewed the questionnaire with each customer taking a COVID-19 antibody test.
- Project-period: 10 working days equal to 2 weeks.
- Testing-period: Monday 13 December 2020 and Friday 19 February 2021.

Results



72% of the customers chose to take the test at the pharmacy because it was easily accessible, the pharmacy had high credibility, there was no waiting nor need for booking an appointment.

Percentage of participants that wanted to take a test again



91 % of the participants felt inclined to take other kinds of tests, various samples and screenings for disease at a pharmacy, because of the accessibility of pharmacies and the skills and high credibility of the staff.

Conclusion

The customers have many different reasons for taking an antibody test at the community pharmacy.

A majority of the participants would visit a pharmacy again to get a test, a kind of sample or screenings for disease, because of the accessibility of pharmacies and the skills and high credibility of the staff.

This study shows that there is a potential market for other similar kinds of tests or screenings for diseases at the community pharmacies in Denmark.