

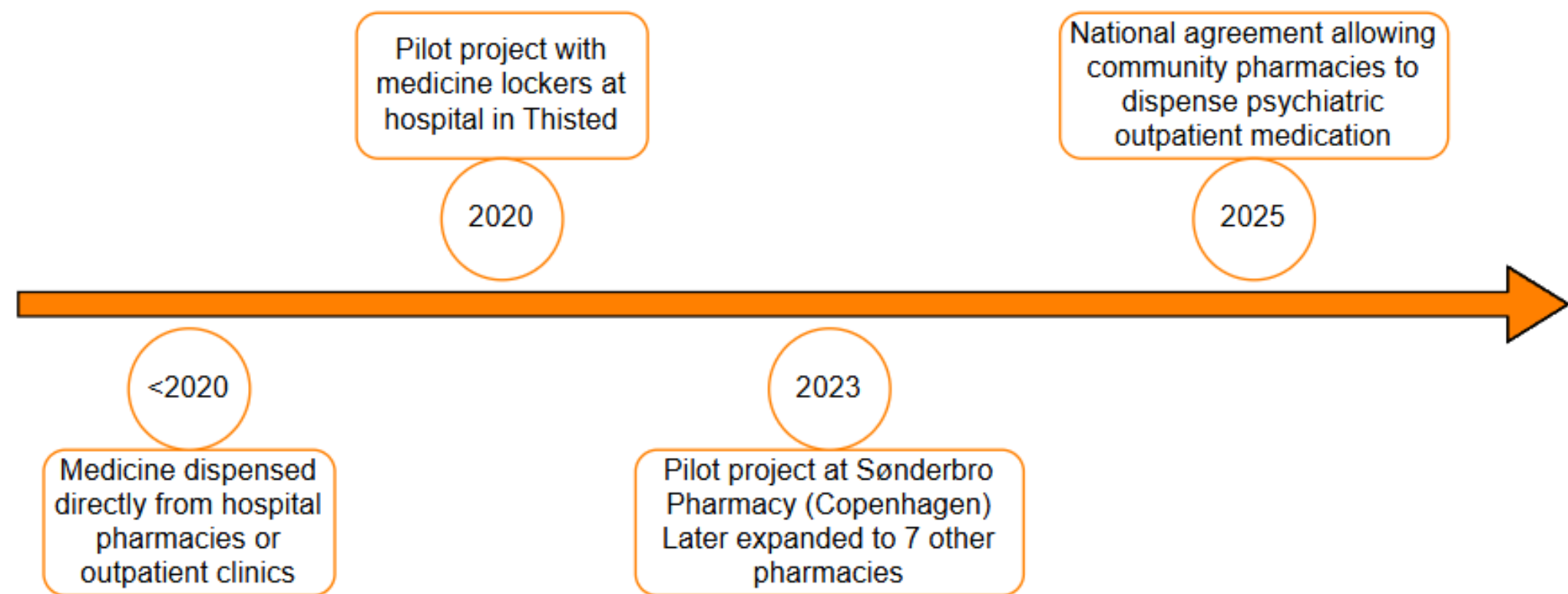
Illness Perception during the Transition of Outpatient Medicine Collection from Hospital to Pharmacy

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Introduction
In Denmark, outpatient medication can be supplied free of charge to patients receiving hospital-based treatment without admission. Traditionally dispensed by hospital pharmacies, outpatient medication can now be collected at several community pharmacies.

The timeline below summarizes key developments in the delivery of free outpatient medicine:



The pilot project from 2023 stands out as one of the very first projects where the economies of primary and secondary care intersect. Purchasing of medicine falls on secondary care, with AMGROS as negotiator for prices, while medicine dispensing relies on primary care, where medicine prices depend on the "takst".

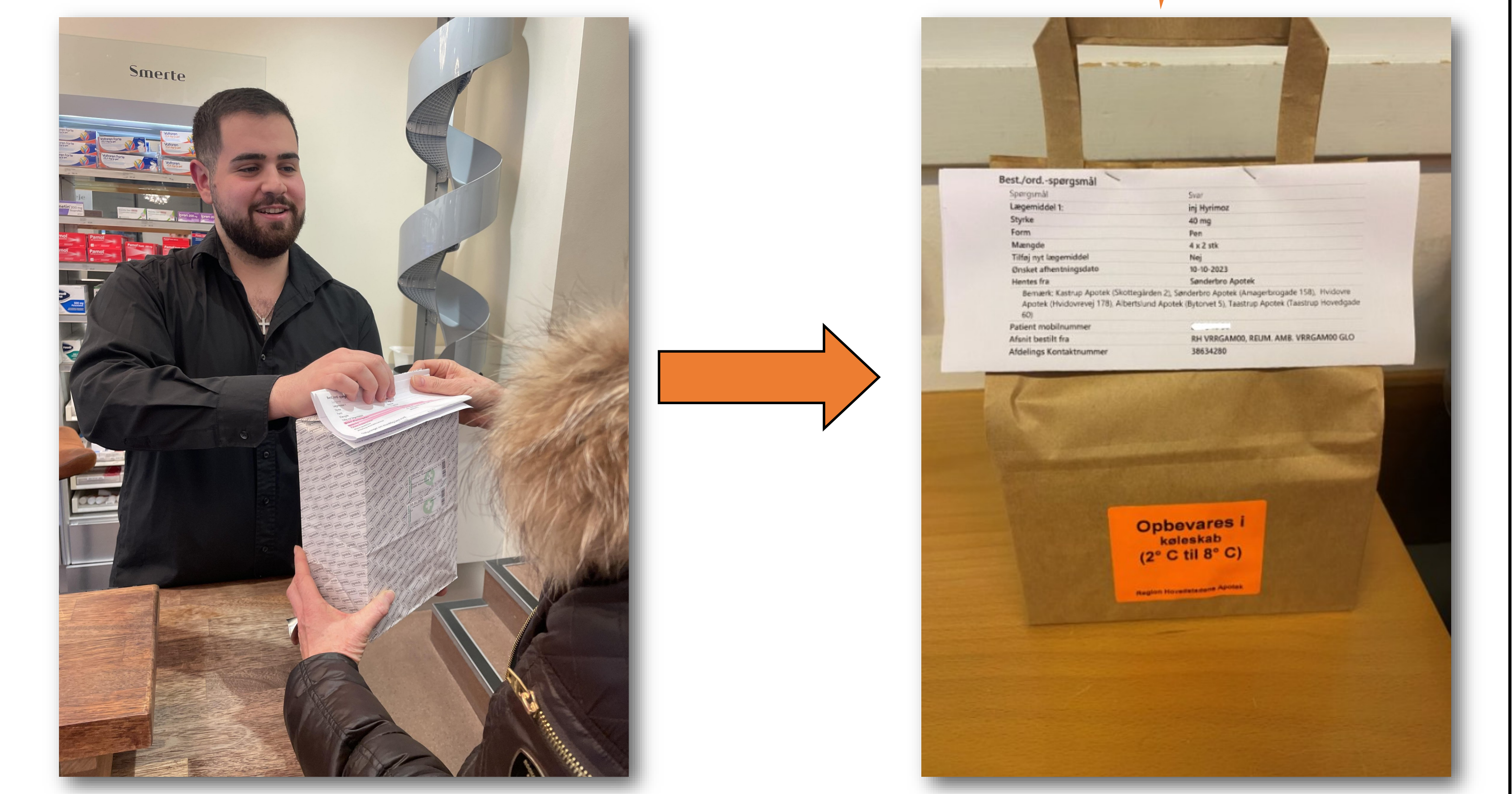
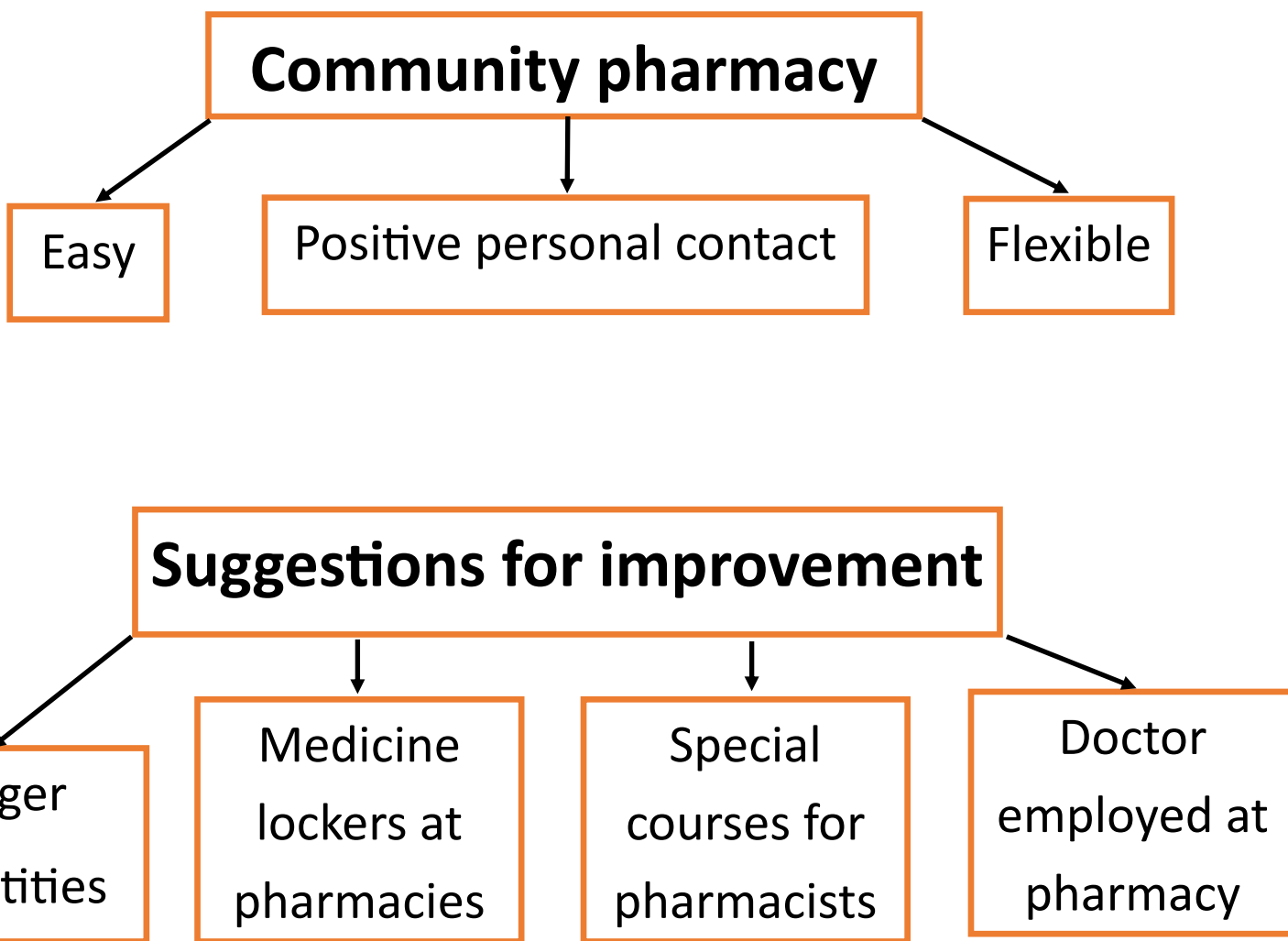
- Aim**
- To investigate how different collection methods affect patients' illness perception
 - To identify key areas where the service can be improves, based on patient feedback

- Methods**
- Mixed-methods approach, combining questionnaires and semi-structured interviews
 - Data collection by students during pharmacy-internship

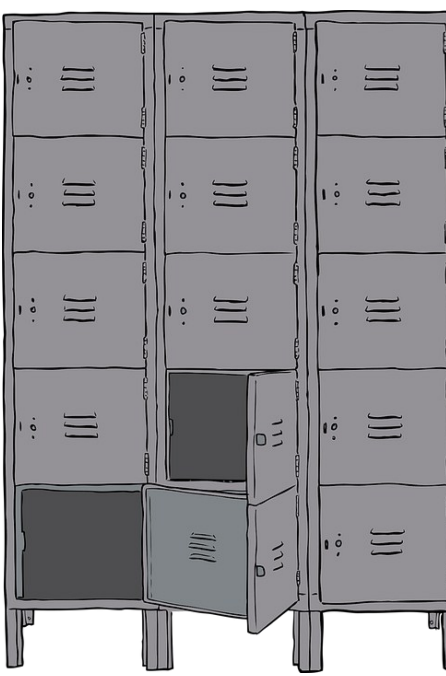


Interviews highlights

- The hospital is perceived as more dramatic and "serious"
- High variation among patients
- Lockers preferred among patients with less need for personal contact
- Fragmented process of ordering medicine



Conclusion



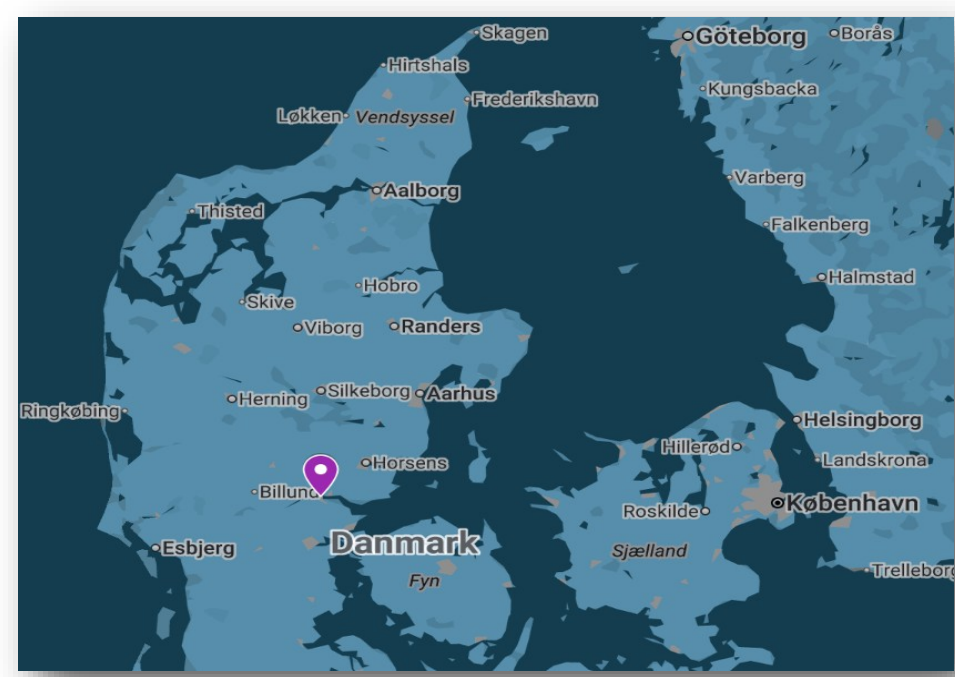
- High flexibility and accessibility
- Simple collection
- Human interaction
- Less serious, therefore more normal
- Illness perceived as more severe
- Lower perceived risk of worsening
- High trust in healthcare professionals
- Complicated collection
- Preferred collection method if patients already have tried it
- Love-it or hate-it
- Concerns about storage and safety
- High perceived control over treatment

What does the future of outpatient medication collection look like?



Pharmacies currently participating in the project

- Equivalent project currently taking place at Vejle Sct. Thomas Pharmacy



Q2/Q3 2025: Price negotiations between Association of Danish Pharmacies and the Capital Region of Denmark

Q1 2026: 100% of Department of Rheumatology
Q2 2026: Department of Dermatology
Q3 2026: Respiratory Medicine Department

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