Illness Perception during the Transition of Outpatient

Medicine Collection from Hospital to Pharmacy

Andrei-Daniel Staicu—Sønderbro Apotek

Simon Schytte-Hansen—Capital Region of Denmark

Lotte Stig Nørgaard—University of Copenhagen

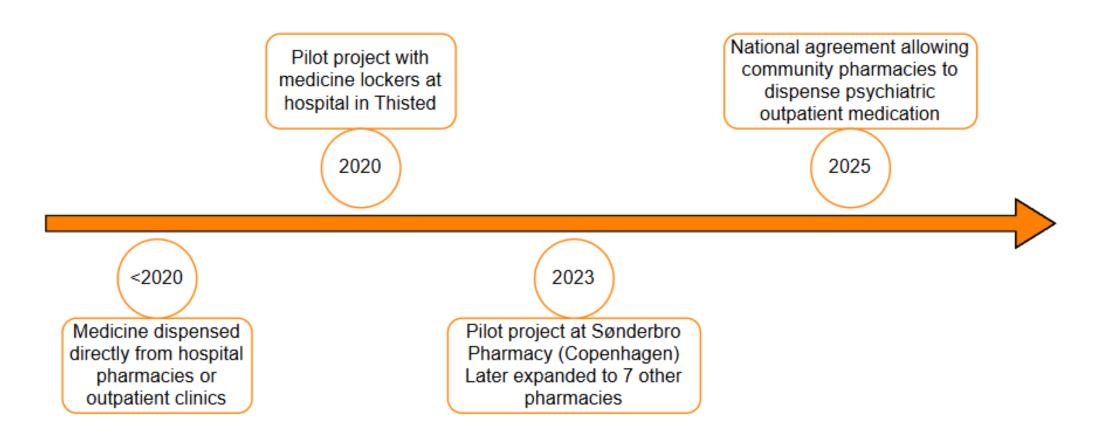
Susanne Bendixen — Sønderbro Apotek

through an unprecedented project in danish healthcare

#### 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 negociator for prices, while medicine dispensing relies on primary care, where medicine prices depend on the "takst".

#### io investi

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

## Results Preffered pick-up location "It means a lot—mostly because i don't feel nearly as sick when i can pick up my medicine at the pharmacy like 'normal people', instead of at the hospital [...]" Hospital collection Pharmacy collection ■ Medicine Locker collection ■ Don't know Perceived risk for worsening of condition Perceived control over illness and treatment Control over illness Control over treatment Pharmacy (Psych.) Medicine Locker Interviews highlights 1. The hospital is perceived as more **Community pharmacy** dramatic and "serious" Flexible Positive personal contact Easy 2. High variation among patients 4. Lockers preferred among patients with less need for personal contact **Suggestions for improvement** 5. Fragmented process of ordering medicine Medicine Doctor Special

Larger

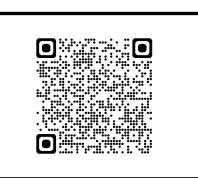
quantities

lockers at

pharmacies

**Curious to learn more?** 

Connect with the authors —Scan the QR-code:



employed at

pharmacy

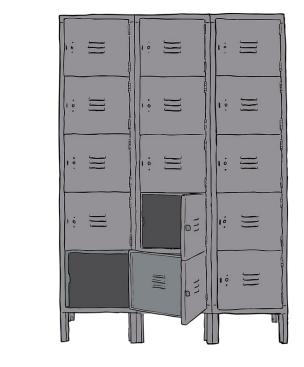
# Conclusion



- . 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 proffessionals
- . Complicated collection

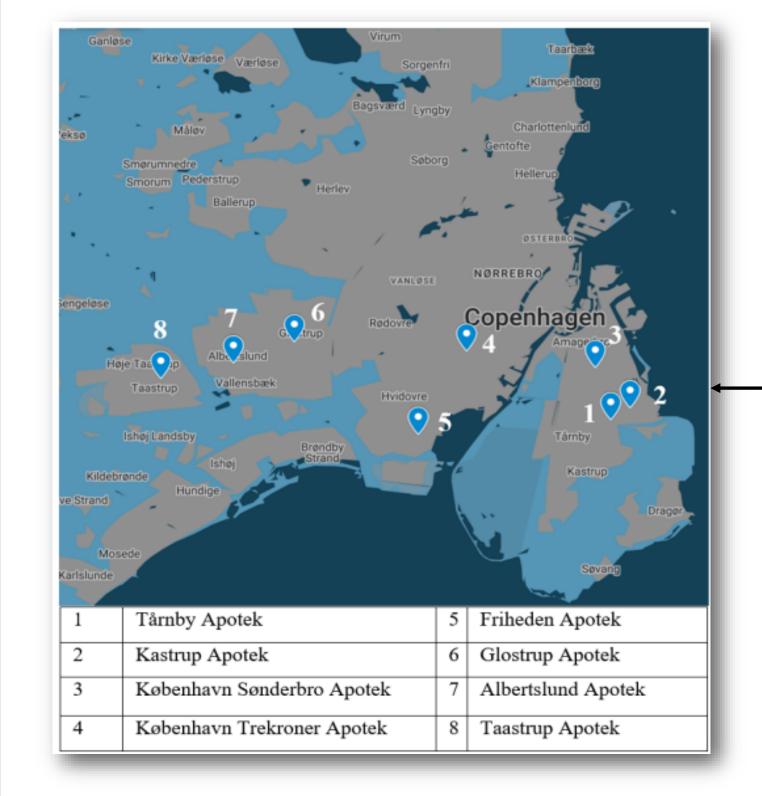


Opbevares

(2° C til 8° C)

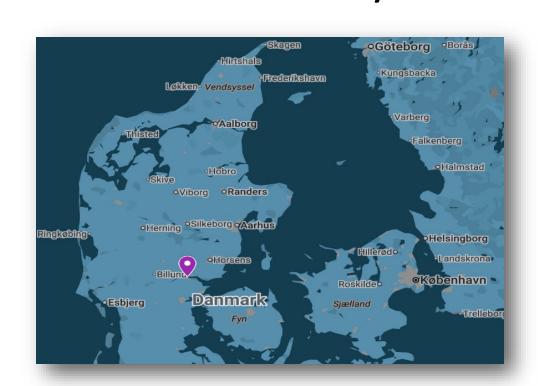
- Preffered collection method if patients already have tried it
- . Love-it or hate-it
- Concerns about storage and safety
- High perceived control over treatment

### 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



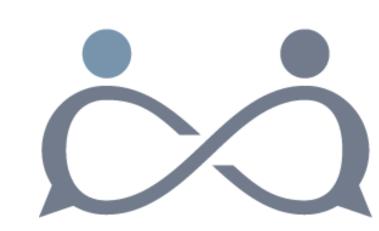
**Q2/Q3 2025**: Price negotiations between Association of Danish Pharmacies and the Capital Region of Denmark

Q1 2026: 100% of Department of Rheumatology

Q2 2026: Department of Dermatology

Q3 2026: Respiratory Medicine Department





courses for

pharmacists



