



Applying the improved chronic disease medicines receiving system to reduce the possibility of patients suffering from COVID-19 infection

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Background/Problem/Objective

During the epidemic prevention period of COVID-19, patients still have chronic disease prescriptions to receive medicines. This project is designed to protect patients' medical treatment rights in receiving medicines and also has an epidemic prevention effect. Failure Mode and Effects Analysis (FMEA, Failure Mode and Effects Analysis) plans to improve the chronic disease prescriptions receiving methods and keeping patients safe. After the actual online use, patients can receive chronic disease prescriptions and medicines, and avoid the spread of COVID-19 effects.

Methods/Intervention

This project uses Failure Mode and Effects Analysis (FMEA), and considers the people in the hospital being infected are identified as system failures. In Taiwan, patients need to bring their health insurance cards and chronic disease prescriptions to the hospital to receive medicines. The actual actions are explained by the following four steps: 1. Modify the health insurance card data uploading and medicines number card printing mechanism. 2. Added on-site assistance personnel. 3. Formulate a temporary window for medicines collection.

Results (of evaluation)

We did a questionnaire survey and statistics were conducted on patients who received chronic disease prescription. As a result, 64.7% of patients gave a positive affirmation, 23.5% said they could not accept the method of receiving them outdoors, and the rest were unwilling to answer. There are two main unacceptable reasons: 1. The patients are unwilling to change the original chronic prescription receipt habit. 2. Outdoor chronic disease prescription receipt will be affected by the weather, such as the sun or rain.

Conclusions/Lessons learned

Although the current COVID-19 pandemic is due to Taiwan's full prevention and advance deployment, there are still local cases recently. However, other countries in the world are still in dire straits. It is highly likely that the COVID-19 virus will make a comeback. We must be ready at any time, so that we can provide assistance to patients and colleagues for the health and safety of patients and colleagues as quickly as possible when the situation comes.

