

ABSTRACT

Title : INSTITUTIONALIZATION OF TELEPHARMACY SERVICES IN A SELECTED PRIVATE UNIVERSITY IN PANGASINAN: BASIS FOR PROGRAM DEVELOPMENT

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The study aimed to institutionalize telepharmacy services in a private university in Pangasinan and create a program protocol that will fit the needs of the institution. The researcher utilized the mixed method type of research particularly the sequential explanatory design. This design incorporated both quantitative and qualitative approaches.

Findings revealed that on average, all indicators under pharmacist and healthcare team, facilities, pharmacy services, policies and procedures were deemed as “highly essential” by the respondents. The respondents rated “strongly agree” on the benefits of the telepharmacy program and “agree” on the limitations of the program. When grouped according to age, sex at birth and years of service, there were no significant differences found among the responses. However, significant differences were seen under limitations when respondents were grouped according to job position.

The themes that emerged from the qualitative data gathering included Health and Pharmacy Services, Provision of good technology to avail health and pharmacy services, need for modern technology, Approval and support from the VMUF administration, Acceptability and Need for the program, Logistics, Assessment of Resources, Personnel and Complement Training and Organized Implementation. A standard telepharmacy protocol was crafted based on the integrated quantitative and qualitative data.

Overall, a positive impression is perceived by the employees of VMUF towards institutionalizing telepharmacy services at their university.