

Knowledge, attitude and barriers towards the implementation of telepharmacy by community pharmacists in Subang Jaya, Selangor

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ABSTRACT

Introduction: Telepharmacy is a type of pharmaceutical service that uses technology to serve patients in a non-face to face environment. It has gained popularity post pandemic as patients who are unable to interact with the pharmacists because of various reasons such as distance, mobility and cost are able to get pharmaceutical service. The implementation of telepharmacy among community pharmacists in Malaysia is limited in comparison with other countries. **Objective:** The aim of this study is to assess the knowledge, evaluate the attitudes and investigate the barrier towards the implementation of telepharmacy among community pharmacists working in Subang Jaya, Selangor. **Materials and Methods:** A cross-sectional study was conducted among the community pharmacists in March 2024, using a survey questionnaire to collect data. **Results:** The collected data were analyzed in terms of frequency and percentage using SPSS version 29. The level of knowledge, attitude, and perceived barriers were determined through Bloom's cut-off points, while associated factors were determined based on statistical significance ($p\text{-value} \leq 0.05$). A total of 35 responses were obtained, of which 65.7% exhibit a high knowledge, 34.3% possess a positive attitude, and 54.3% have high perceived barriers. Majority of the participants exhibited high knowledge, neutral attitude and high perceived barriers to the implementation of telepharmacy at their outlet. A significant association between pharmacists' perceived barriers and their ethnicity ($p\text{-value} = 0.015$), which is less than 0.05, thereby indicating statistical significance. There was no association between all demographic characteristics with knowledge and attitude towards telepharmacy. **Conclusion:** It can be concluded that the majority of community pharmacists in Subang Jaya have a high knowledge level, a moderate attitude, and high perceived barriers towards telepharmacy implementation. Addressing and overcoming these barriers through strategic planning is necessary to increase the rate of implementation of telepharmacy among the community pharmacists in the country.