

## Analysis on the Current Situation of Pharmacy Services in Public Medical Institutions in Shanghai

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### Abstract:

**Objective:** This study aims to investigate the current state of pharmacy services in Shanghai and provide policy recommendations for enhancing the capabilities of internet pharmaceutical services in this city.

**Methods:** A questionnaire survey was designed to focus on the current situation of internet pharmaceutical services in Shanghai. Policy suggestions were put forward by integrating the research findings from expert interviews and roundtable discussions.

**Results:** A total of 134 valid questionnaires were retrieved, with an effective response rate of 84.28%. The study found that, in terms of medication supply, the number of medications that can be prescribed by internet hospitals operated by public medical institutions in Shanghai is  $310.8 \pm 295.9$  varieties. Moreover, discrepancies were observed between the medication formularies of internet hospitals and those of offline outpatient pharmacies. In terms of medication delivery, only 2 internet hospitals support the home delivery of cold-chain drugs. Moreover, issues such as difficulties with drug returns at community health service center internet hospitals was saw also identified. Additionally, 81.76% of hospitals expressed support for establishing a regional internet cloud pharmacies. Last, the internet pharmaceutical services in Shanghai are confronted with the problem of insufficient aging-friendly configuration.

**Conclusions:** The vast majority of internet hospitals in Shanghai have been able to provide basic pharmaceutical services, yet there are still unmet demands. Adjustments are needed in aspects such as service content, fees, elderly-friendly design, medication delivery system, and medication management efficiency. It is recommended to add online pharmaceutical consultation outpatient services, to explore the establishment of charging standards and pricing strategies, and to improve aging-friendly configuration of internet pharmaceutical services. It is also suggested to explore and

improve the cold chain drug delivery system, and to optimize the management mechanism of the entire medication delivery process. Expanding medication formularies based on actual patient needs, and exploring the establishment of internet cloud pharmacy at the municipal level in Shanghai are also recommended.

### **Keywords:**

Pharmacy services, internet, public medical institutions.