

Patients' experiences with multidose drug dispensing — a qualitative study

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BACKGROUND

Multidose drug dispensing (MDD) is machine-dispensed medicines in disposable unit bags, usually for a 14-day period. MDD replaces manually filled dosettes in many home care services in Norway and is frequently used as an adherence aid. However, little is known about the patient's experiences with this system.



Figure 1: Multidose drug dispensing pouches.
Photo: Apotek 1 Gruppen AS, Norway

AIM

Explore patients' experiences with the MDD system in relation to medication use, medication management and medication information needs.

METHODS

We did 17 semi-structured interviews with 19 MDD users in Oslo during August 2019 to February 2020. The interviews took place at the patients' home. The interviews were audio recorded and later transcribed and analyzed in NVivo.

RESULTS

The patients expressed that they trusted the MDD system and got the medicines they were prescribed. Despite receiving limited information about MDD and their medicines, they were satisfied with the information they received and did not express any need for more information.

"I don't have any questions. I take the medications I'm given, so if anything goes wrong it's not my fault."

If the home care nurse was running late, some patients opened the MDD pouch and took the tablets, before taking other medicines that required assistance (e.g. inhalers, injections, creams). Many, however, had problems opening the pouches.

DISCUSSION AND CONCLUSION

Most participants expressed that they were satisfied with the use of MDD, and felt that MDD was a safe system. Despite having little knowledge about their medicine, they did not express the need for any further medication information.

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