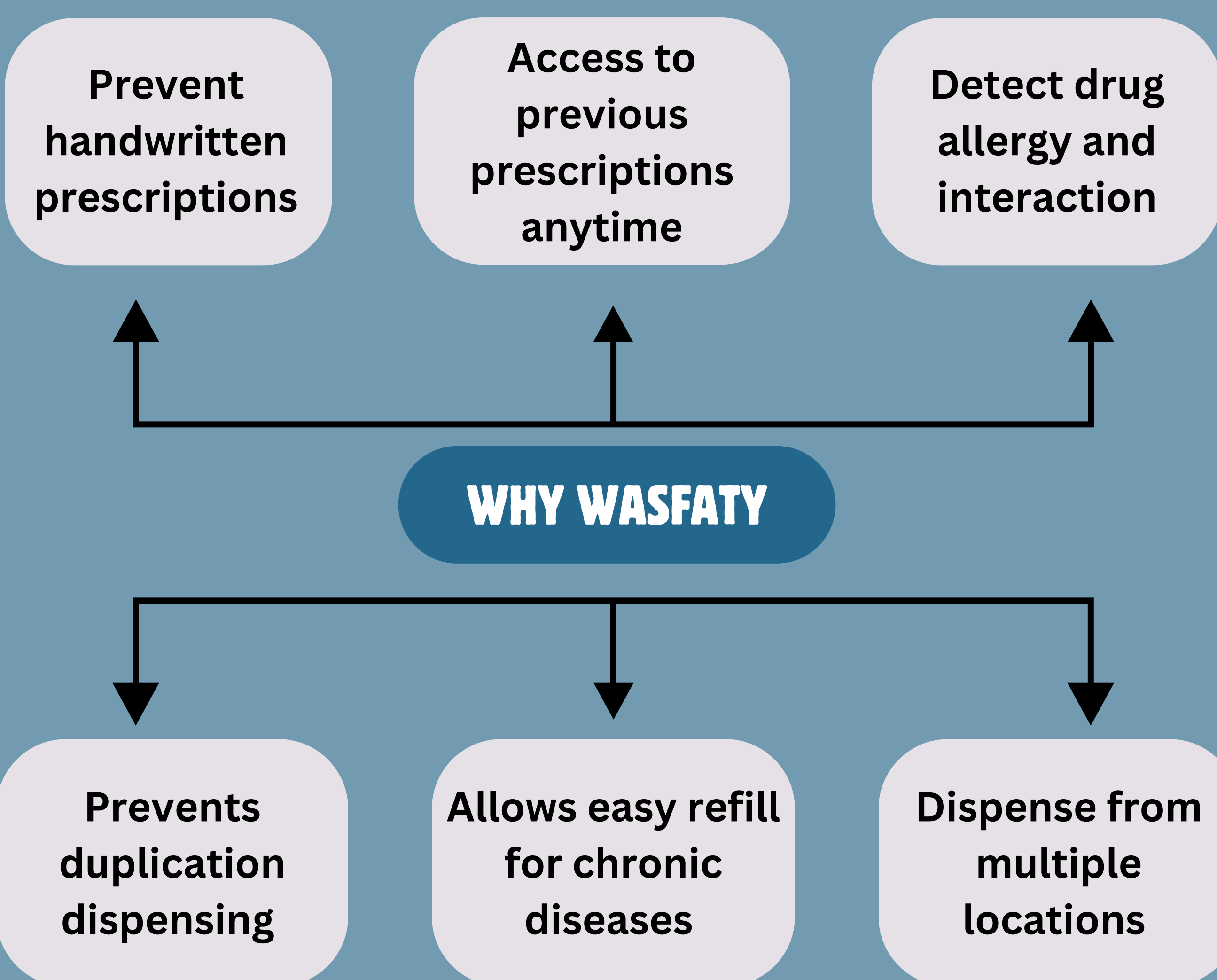


Hussain T. Bakhsh, PharmD<sup>1</sup>, Reem M. Dir, PharmD<sup>1</sup>, Alaa Bagalagel, PharmD<sup>1</sup>, Mahmoud Mahir Mahmoud, Pharm.D. Candidate<sup>2</sup>, Tareq Samer Halawani, Pharm.D. Candidate<sup>2</sup>, Abdullah Alsefri, Pharm.D. Candidate<sup>2</sup>, Raad Mohammed Burayk, Pharm.D. Candidate<sup>2</sup>  
<sup>1</sup>Pharmacy Practice, King Abdulaziz University, Jeddah, Saudi Arabia,<sup>2</sup>King Abdulaziz University, Jeddah, Saudi Arabia.

## INTRODUCTION

Wasfaty is one of the services provided by the National Unified Procurement Company for Medical Supplies (NUPCO), under the supervision of the Ministry of Health in the Kingdom of Saudi Arabia.<sup>[1]</sup> The service was launched to contribute to the realization of Saudi Vision 2030 by enhancing the quality of healthcare services and facilitating access to medications.<sup>[2]</sup>

Through the integration of hospitals and primary healthcare centers with community pharmacies, Wasfaty ensures the availability of prescribed medications at any time and place, free of charge.



## OBJECTIVE

To evaluate the impact of Wasfaty on outpatient pharmacy services in terms of waiting times, medication availability and patient satisfaction to enhance pharmaceutical service efficiency in a tertiary academic setting.

## METHODOLOGY

This cohort survey was conducted between September 2024 and March 2025 and included 516 outpatient pharmacy visitors. Participants completed an electronic questionnaire to assess medication waiting times, patient satisfaction and medication availability. Data collection was assessed using a structured and validated electronic questionnaire administered to participants immediately after their pharmacy visit.

## RESULTS

The study found that 81.4% of patients spent less than 15 minutes receiving their medications, and 91.2% were satisfied with their waiting time. Additionally, 50.2% of patients had all their medications dispensed within the hospital pharmacy, and 70% were satisfied with the availability of their medications.

Figure 1: Survey Results Summary

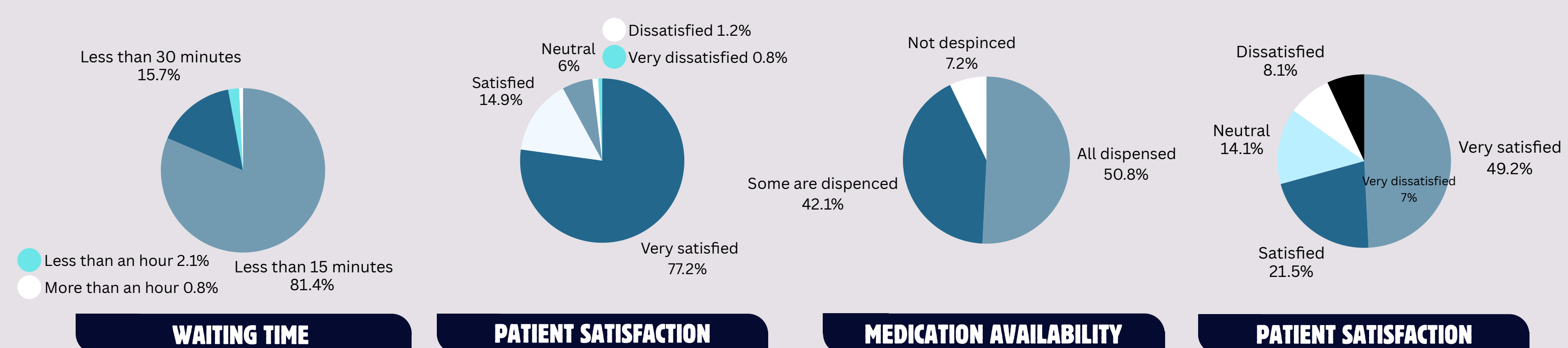
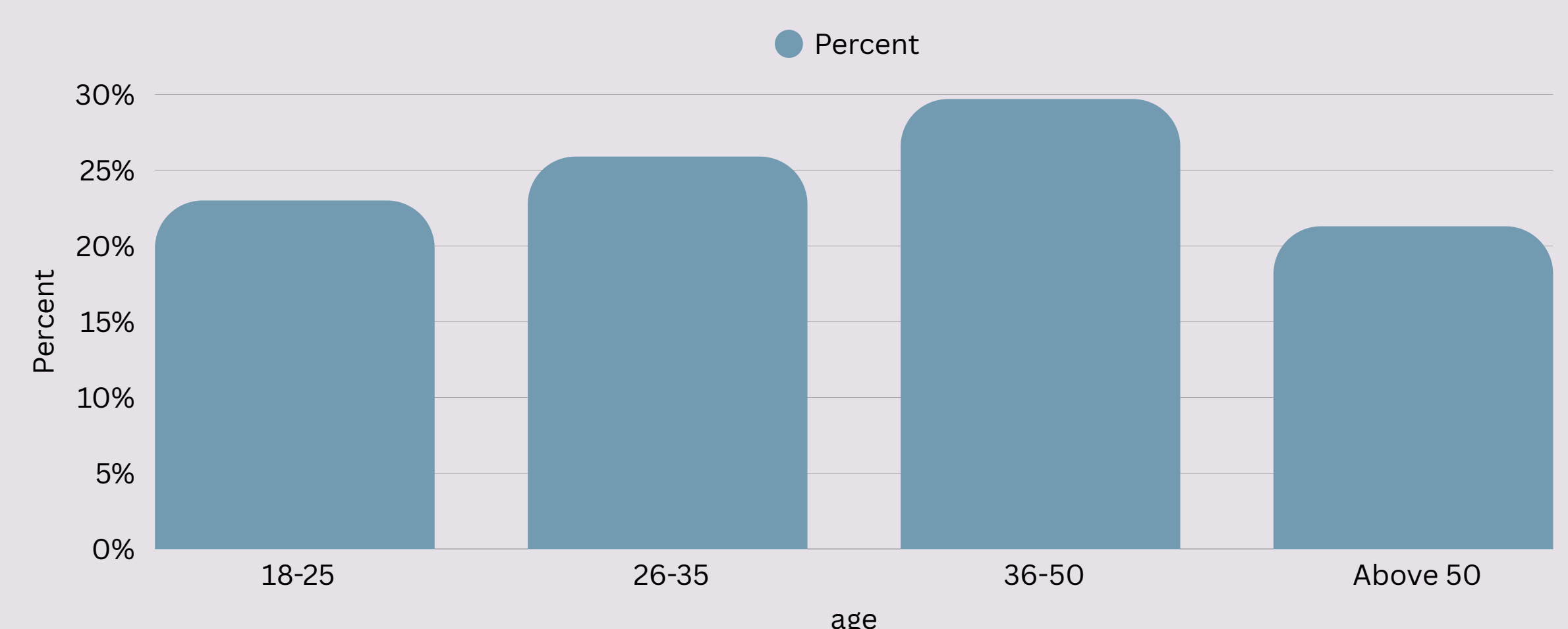


Figure 2: the ages of the patients



## DISCUSSION

Wasfaty showed high satisfaction in a Country-level survey implementation, which supports our findings.<sup>[3]</sup> Other data showed that Wasfaty has led to significant cost savings.<sup>[4]</sup> Key limitations of our study include single-center design and small sample size.

## CONCLUSION

Implementing digitalization services via Wasfaty showed marked improvement in the quality of outpatient pharmaceutical care in a tertiary academic hospital and a promising tool for positive economic impact by improving in terms of medication waiting times, patient satisfaction and medication availability. The next phase of research will focus on evaluating the pharmacoeconomic impact of Wasfaty within the institution.

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