Impact of Pharmacy Services on Patient's Satisfaction and Quality of Life During Ovarian Stimulation Protocol

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INTRODUCTION

- Ovarian stimulation is used in both infertility treatment and fertility preservation. It involves a pharmacological regimen designed to stimulate the development of multiple ovarian follicles, culminating in the retrieval of mature oocytes.[1]
- This process often presents physical, psychological, and financial burdens for patients.[3-5]
- A lack of support with coordinating multiple daily injections can contribute to misunderstandings, inaccurate administration, and ultimately, non-adherence or discontinuation of treatment protocols.[3-5]
- Barriere et al. found that gaps in patient knowledge resulted in confusion between the units and dose of gonadotropin. One third of patients also reported anxiety towards self-injections and a lack of confidence in their ability to self-inject correctly.[6]
- A pharmacy-led telehealth program was created in collaboration with the Northwell Health fertility clinics to service patients utilizing our specialty pharmacies for injectable fertility medications.
- This program leverages a specialty pharmacy model to provide an overview of the treatment timeline, comprehensive medication education, and explanation and coordination of benefits.
- A structured survey on patient reported outcomes would provide valuable insights into the impact of pharmacist interventions for this specific patient population.

OBJECTIVE

- The objective of this study is to evaluate the impact of pharmacy services on the satisfaction and quality of life of patients undergoing ovarian stimulation.

METHODS

- Data was collected from patients who completed a telehealth visit from January 2nd, 2025, to June 30th, 2026, in two cohorts.

Prospective

Included: Patients that completed a pharmacy fertility consult + an anonymous electronic survey

Primary Endpoints: patient satisfaction with pharmacy services and measurements on quality of life (FertiOQL)*

Retrospective

Included: All patients that completed a pharmacy fertility consult

Secondary Endpoints: pharmacy interventions and patient out-of-pocket savings

*Treatment environment and tolerability sections only

RESULTS

Table 1: Declined Consultations (N = 85)

Reason for Declining Consult	N (%)
Prior Counseling Completed*	54 (63.5)
Postponing or Canceling Upcoming Cycle	31 (36.5)

*No further questions or concerns

Figure 1: Completed Consultations (N = 1,393)

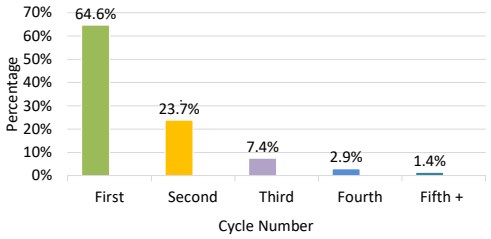
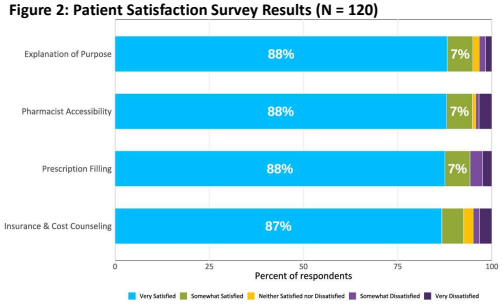


Table 2: Time Spent

Time Spent (Minutes)	Initial Consult	Additional Follow-Up*
Avg +/- SD	20.7 +/- 9.6	17.5 +/- 14.8

*Patient reaching out via dedicated phone line or email
Avg: Average
SD: Standard Deviation

Figure 2: Patient Satisfaction Survey Results (N = 120)



"My experience with the fertility pharmacy was the best part of my egg journey."

Figure 3: FertiQOL Survey Results (N = 70)

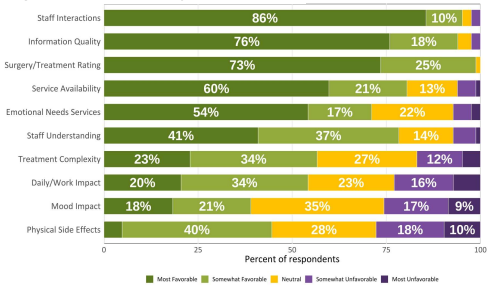


Table 3: FertiQOL Score^ (Points)

Environment	86.4 (95% CI 83.1 – 89.8)
Tolerability	58.5 (95% CI 53.5 – 63.5)
Avg Score	75.3 (95% CI 72.1 – 78.5)

^Internal consistency similar to published FertiQOL (Cronbach's alpha = 0.83 Environment, 0.8 Tolerability, 0.81 Total)
Avg: Average

RESULTS CONTINUED

Figure 4: Patient Out of Pocket Quotes (N = 243)

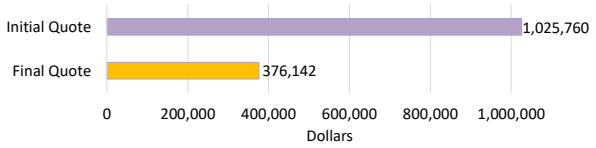
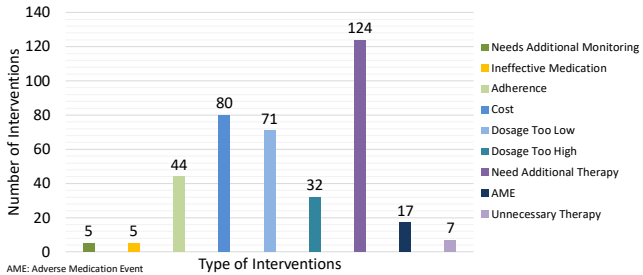


Figure 5: Accepted Interventions (N = 385)*



AME: Adverse Medication Event
*Total: 406 interventions made

DISCUSSION

- There was a 9% survey response rate and warrants consideration of potential nonrespondent bias.
- Pharmacy services enhanced patient satisfaction, but opportunities for re-education of pharmacy reps were identified and in-services were completed to address gaps.
- FertiQOL responses indicated high participant satisfaction with the treatment environment, contrasting with a higher burden related to treatment tolerability which was mostly due to side effects and changes in mood.
- Patients with limited coverage saved an average of $2,328 per cycle, likely attributed to strategies maximizing use of leftover medications and previous cycle response.

CONCLUSION

- These services contribute to high patient satisfaction, deliver substantial financial savings to both patient and payor, and clinical interventions.

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