

The 2020 Sri Lanka COVID-19 Mobile Phone Survey, conducted by the Ministry of Health, was implemented to help assess the utilization and performance of a medicine delivery system for NCD patients during the pandemic.

The survey employed a two-phase sample design to produce key indicators for the country stratified by sex. In phase one a sample of mobile phone numbers from an explicit frame was selected. In phase two, phase one respondents were stratified to the general population distribution of adults 35 years and older. A total of 198,152 mobile phone numbers were dialed, of which 17,261 mobile phone users were screened, and yielded 5,001 interviews. The overall response rate was 7.5%.

Sample Demographics	n	%														
Sex																
Male	3253	65.0%														
Female	1748	35.0%														
Age																
35-44	2622	52.4%														
45-54	1515	30.3%														
55+	864	17.3%														
Language																
English	212	4.2%														
Tamil	449	9.0%														
Sinhala	4340	86.8%														
			Total	Male				Female								
During the COVID19 Community Quarantine																
Needed medicine	5001	24.0	22.3	25.8	3253	22.3	20.6	24.1	1748	25.5	22.7	28.4				
Among those who needed medicine, needed medicine for:	956				598				358							
Diabetes	81	6.8	4.8	8.8	46	6.4	4.2	8.6	35	7.1	3.9	10.2				
Acute illness	482	55.1	50.7	59.5	314	59.0	54.3	63.6	168	52.3	45.5	59.2				
Other Diseases	393	38.1	33.8	42.4	238	34.6	30.2	39.1	155	40.6	33.9	47.3				
% Who knew about the service to deliver medicine	4861	18.1	16.5	19.7	3153	17.0	15.3	18.6	1708	19.0	16.4	21.6				
% Who used the medicine delivery service from Government Clinic	4696	3.8	3.0	4.6	3058	3.3	2.5	4.0	1638	4.3	2.9	5.7				
% Who used the medicine delivery service from the Private Pharmacy and Private Pharmacy	4669	12.6	11.1	14.0	3040	11.2	9.8	12.6	1629	13.8	11.4	16.2				
% Who needed medicine but did not know about the medicine delivery service	4700	2.0	1.3	2.6	3061	1.2	0.8	1.7	1639	2.6	1.4	3.7				
Among those who used the medicine delivery service:																
% who received Rx within a week using the Government Clinic	69	69.9	55.0	84.9	40	67.3	50.5	84.0	29	71.2	50.4	92.1				
% who received Rx within a week using the Private Pharmacy	361	95.8	92.4	99.3	223	98.2	96.3	100.0	138	94.1	88.3	99.9				
% Who waited more than a week to receive their Rx using the Private Pharmacy	38	69.5	51.7	87.3	27	64.7	42.4	87.1	11	75.8	50.2	100.0				
Among those who used the medicine delivery service from the Government Clinic - Distribution of Who the prescription details were given to:	133				79				54							
Another person	17	20.0	8.7	31.3	9	8.7	2.0	15.3	8	27.2	9.9	44.5				
Hospital	7	3.8	0.5	7.1	7	9.9	1.7	18.0	0							
Not Required as Hospital provided medicine	26	16.8	9.0	24.6	13	14.9	6.0	23.9	13	18.0	6.5	29.4				
Other way	6	6.7	0.2	13.2	3	6.5	0.0	14.1	3	6.8	0.0	16.4				
Over the phone	53	32.4	22.1	42.6	36	46.3	33.0	59.6	17	23.5	9.7	37.4				
WhatsApp, Viber, IMO	24	20.3	10.2	30.4	11	13.7	4.3	23.0	13	24.5	9.2	39.8				
Among those who used the medicine delivery service from the Government Clinic - Distribution of "Another person" who got the medicine:	13				5				8							
Grama Niladhari	2	16.7	0.0	44.5	1	10.4	0.0	31.7	1	17.6	0.0	49.1				
Other health staff	7	56.3	21.4	91.2	2	27.7	0.0	66.8	5	60.4	21.4	99.3				
Police officer	4	27.0	0.0	56.7	2	61.9	16.7	100.0	2	22.0	0.0	54.2				
Among those who used the medicine delivery service from the Government Clinic - Distribution of Length of time it took to receive medicine:	97				57				40							
2-3 days	19	22.6	10.1	35.1	13	25.1	11.2	39.0	6	21.2	3.3	39.2				
4-7 days	20	27.5	14.0	41.0	10	21.9	8.2	35.6	10	30.7	11.1	50.2				
7+ days	24	24.9	12.4	37.4	15	25.1	11.8	38.3	9	24.8	6.7	42.9				
not received	28	17.3	10.0	24.6	17	23.4	11.2	35.5	11	13.9	5.3	22.5				
same day	6	7.7	0.0	15.7	2	4.6	0.0	12.0	4	9.4	0.0	21.3				
Among those who used the medicine delivery service from the Private Pharmacy - Distribution of How medicine was received:	95				55				40							
Health Staff	27	35.3	21.0	49.6	15	26.1	12.1	40.2	12	40.2	19.9	60.4				
Post Service	68	64.7	50.4	79.0	40	73.9	59.8	87.9	28	59.8	39.6	80.1				
Among those who used the medicine delivery service from the Private Pharmacy - Distribution of Who the prescription details were given to:	450				275				175							
SMS	10	2.4	0.4	4.4	8	3.4	0.7	6.0	2	1.7	0.0	4.5				
WhatsApp, Viber, IMO	292	64.8	58.5	71.0	175	63.8	57.0	70.6	117	65.4	56.0	74.9				
Another person facilitated the process	85	18.5	13.5	23.5	51	18.2	12.7	23.6	34	18.7	11.0	26.4				
Emailed	3	1.0	0.0	2.6	2	0.3	0.0	0.8	1	1.4	0.0	4.2				
Over the phone verbally	60	13.4	8.9	17.9	39	14.4	9.4	19.3	21	12.7	6.0	19.5				
Among those who used the medicine delivery service from the Private Pharmacy - Distribution of "Another person" who facilitated the process:	79				47				32							
Grama Niladhari	1	4.7	0.0	13.6	0				1	7.8	0.0	22.5				
Another Person	70	84.6	72.1	97.2	44	93.2	84.4	100.0	26	78.9	59.1	98.7				
Other health staff	4	6.7	0.0	15.9	1	1.0	0.0	2.9	3	10.6	0.0	25.6				
Police officer	4	4.0	0.0	8.2	2	5.8	0.0	14.4	2	2.7	0.0	6.6				
Among those who used the medicine delivery service from the Private Pharmacy - % Who's prescription was acknowledged by the pharmacy	426	77.5	72.4	82.7	266	71.1	64.7	77.6	160	82.3	74.8	89.8				
% Who reported that the Pharmacy called before sending the medicine	409	74.8	69.6	80.1	259	64.1	57.1	71.2	150	83.2	75.7	90.7				
Among those who used the medicine delivery service from the Private Pharmacy - Distribution of Length of time it took to receive medicine:	404				255				149							
2-3 days	139	39.3	32.6	46.1	87	38.6	31.3	45.8	52	39.9	29.3	50.4				
4-7 days	34	7.2	3.9	10.4	23	8.3	4.3	12.2	11	6.3	1.4	11.2				
7+ days	10	3.9	0.7	7.1	5	1.6	0.0	3.3	5	5.6	0.1	11.1				
not received	43	6.8	4.2	9.5	32	9.5	5.8	13.3	11	4.7	1.0	8.5				
same day	178	42.8	36.1	49.5	108	42.0	34.7	49.3	70	43.4	32.9	53.9				
% Who received all of their medicines that they ordered from the Private Pharmacy	354	77.2	71.1	83.2	217	79.4	73.1	85.8	137	75.5	66.1	84.9				
% Who thought the Private Pharmacy drug bill was reasonable	356	93.7	91.4	96.0	217	90.5	86.0	94.9	139	96.0	93.7	98.4				
Among those who used the medicine delivery service from the Private Pharmacy - Distribution of Delivery Charge:	678				408				270							
There was no delivery charge	149	44.2	36.9	51.4	97	50.8	42.7	59.0	52	39.4	28.5	50.3				
The delivery charge was reasonable	165	50.5	43.2	57.8	91	44.1	36.0	52.3	74	55.1	44.0	66.2				
The delivery charge was unreasonable	23	5.3	2.1	8.5	15	5.0	2.0	8.1	8	5.5	0.4	10.6				
% Who ordered from more than one Pharmacy for the same medicines	341	20.8	14.9	26.7	205	20.6	13.9	27.2	136	21.0	12.1	29.9				
Among those who ordered from more than one Pharmacy - Distribution of reasons why:	68				41				27							
To collect more medicine for more than one month	5	8.9	0.0	19.5	4	9.1	0.0	19.0	1	8.9	0.0	25.4				
Different reason	13	16.2	6.8	25.6	8	26.4	9.4	43.5	5	9.0	0.6	17.4				
The first pharmacy did not acknowledge receipt of the prescription	29	43.1	26.7	59.5	15	27.6	12.1	43.0	14	54.1	29.5	78.7				
Wanted to get faster delivery of the medicine	21	31.7	16.6	46.8	14	36.9	19.0	54.9	7	28.0	5.6	50.4				
Among those who were still waiting to receive medicine from the Private Pharmacy - Distribution of Length of time since placing the order:	38				27				11							
2-3 days	5	13.0	0.4	25.6	3	13.7	0.0	31.3	2	12.1	0.0	29.6				
4-7 days	8	17.5	3.8	31.2	6	21.6	2.7	40.5	2	12.1	0.0	29.6				
7+ days	25	69.5	51.7	87.3	18	64.7	42.4	87.1	7	75.8	50.2	100.0				