

The 2020 Sri Lanka COVID-19 Mobile Phone Survey, conducted by the Ministry of Health, was implemented during the pandemic.

The survey employed a two-phase sample design to produce key indicators for the country stratified by sex. Phase one respondents were stratified to the general population distribution of adults 35 years and older screened, and yielded 5,001 interviews. The overall response rate was 7.5%.

Sample Demographics	n	%
<i>Sex</i>		
Male	3253	65.0%
Female	1748	35.0%
<i>Age</i>		
35-44	2622	52.4%
45-54	1515	30.3%
55+	864	17.3%
<i>Language</i>		
English	212	4.2%
Tamil	449	9.0%
Sinhala	4340	86.8%

Total

During the COVID19 Community Quarantine			
Needed medicine	5001	24.0	22.3
<i>Among those who needed medicine, needed medicine for:</i>	956		
Diabetes	81	6.8	4.8
Acute illness	482	55.1	50.7
Other Diseases	393	38.1	33.8
% Who knew about the service to deliver medicine	4861	18.1	16.5
% Who used the medicine delivery service from Government Clinic	4696	3.8	3.0
% Who used the medicine delivery service from the Private Pharmacy	4669	12.6	11.1
% Who used the medicine delivery service from the Government Clinic and Private Pharmacy	4700	2.0	1.3
% Who needed medicine but did not know about the medicine delivery service	4861	4.0	3.1

Among those who used the medicine delivery service:

% who received Rx within a week using the Government Clinic	69	69.9	55.0
% who received Rx within a week using the Private Pharmacy	361	95.8	92.4
% Who waited more than a week to receive their Rx using the Private Pharmacy	38	69.5	51.7

Among those who used the medicine delivery service from the Government Clinic - Distribution of Who the prescription details were given to:	133		
Another person	17	20.0	8.7
Hospital	7	3.8	0.5
Not Required as Hospital provided medicine	26	16.8	9.0
Other way	6	6.7	0.2
Over the phone	53	32.4	22.1
WhatsApp, Viber, IMO	24	20.3	10.2
Among those who used the medicine delivery service from the Government Clinic - Distribution of "Another person" who got the medicine:	13		
Grama Niladhari	2	16.7	0.0
Other health staff	7	56.3	21.4
Police officer	4	27.0	0.0
Among those who used the medicine delivery service from the Government Clinic - Distribution of Length of time it took to receive medicine:	97		
2-3 days	19	22.6	10.1
4-7 days	20	27.5	14.0
7+ days	24	24.9	12.4
not received	28	17.3	10.0
same day	6	7.7	0.0
Among those who used the medicine delivery service from the Government Clinic - Distribution of How medicine was received:	95		
Health Staff	27	35.3	21.0
Post Service	68	64.7	50.4
Among those who used the medicine delivery service from the Private Pharmacy - Distribution of Who the prescription details were given to:	450		
SMS	10	2.4	0.4
WhatsApp, Viber, IMO	292	64.8	58.5
Another person facilitated the process	85	18.5	13.5
Emailed	3	1.0	0.0
Over the phone verbally	60	13.4	8.9
Among those who used the medicine delivery service from the Private Pharmacy - Distribution of "Another person who facilitated the process"	79		
Grama Niladhari	1	4.7	0.0
Another Person	70	84.6	72.1
Other health staff	4	6.7	0.0
Police officer	4	4.0	0.0
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
% Who reported that the Pharmacy called before sending the medicine	409	74.8	69.6

Among those who used the medicine delivery service from the Private Pharmacy - Distribution of Length of time it took to receive medicine:

	404		
2-3 days	139	39.3	32.6
4-7 days	34	7.2	3.9
7+ days	10	3.9	0.7
not received	43	6.8	4.2
same day	178	42.8	36.1

% Who received all of their medicines that they ordered from the Private Pharmacy

354	77.2	71.1
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% Who thought the Private Pharmacy drug bill was reasonable

356	93.7	91.4
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Among those who used the medicine delivery service from the Private Pharmacy - Distribution of Delivery Charge:

	678		
There was no delivery charge	149	44.2	36.9
The delivery charge was reasonable	165	50.5	43.2
The delivery charge was unreasonable	23	5.3	2.1
	341	20.8	14.9

% Who ordered from more than one Pharmacy for the same medicines

Among those who ordered from more than one Private Pharmacy - Distribution of reasons why:

	68		
To collect more medicine for more than one month	5	8.9	0.0
Different reason	13	16.2	6.8
The first pharmacy did not acknowledge receipt of the prescription	29	43.1	26.7
Wanted to get faster delivery of the medicine	21	31.7	16.6

Among those who were still waiting to receive medicine from the Private Pharmacy - Distribution of Length of time since placing the order:

	38		
2-3 days	5	13.0	0.4
4-7 days	8	17.5	3.8
7+ days	25	69.5	51.7

ed to help assess the utilization and performance of a medicine delivery system for NCD patients during

ex. In phase one a sample of mobile phone numbers from an explicit frame was selected. In phase two,
 r. A total of 198,152 mobile phone numbers were dialed, of which 17,261 mobile phone users were

	Male				Female			
25.8	3253	22.3	20.6	24.1	1748	25.5	22.7	28.4
	598				358			
8.8	46	6.4	4.2	8.6	35	7.1	3.9	10.2
59.5	314	59.0	54.3	63.6	168	52.3	45.5	59.2
42.4	238	34.6	30.2	39.1	155	40.6	33.9	47.3
19.7	3153	17.0	15.3	18.6	1708	19.0	16.4	21.6
4.6	3058	3.3	2.5	4.0	1638	4.3	2.9	5.7
14.0	3040	11.2	9.8	12.6	1629	13.8	11.4	16.2
2.6	3061	1.2	0.8	1.7	1639	2.6	1.4	3.7
4.9	3153	3.1	2.3	3.9	1708	4.8	3.3	6.3
84.9	40	67.3	50.5	84.0	29	71.2	50.4	92.1
99.3	223	98.2	96.3	100.0	138	94.1	88.3	99.9
87.3	27	64.7	42.4	87.1	11	75.8	50.2	100.0

	79				54			
31.3	9	8.7	2.0	15.3	8	27.2	9.9	44.5
7.1	7	9.9	1.7	18.0	0			
24.6	13	14.9	6.0	23.9	13	18.0	6.5	29.4
13.2	3	6.5	0.0	14.1	3	6.8	0.0	16.4
42.6	36	46.3	33.0	59.6	17	23.5	9.7	37.4
30.4	11	13.7	4.3	23.0	13	24.5	9.2	39.8
	5				8			
44.5	1	10.4	0.0	31.7	1	17.6	0.0	49.1
91.2	2	27.7	0.0	66.8	5	60.4	21.4	99.3
56.7	2	61.9	16.7	100.0	2	22.0	0.0	54.2
	57				40			
35.1	13	25.1	11.2	39.0	6	21.2	3.3	39.2
41.0	10	21.9	8.2	35.6	10	30.7	11.1	50.2
37.4	15	25.1	11.8	38.3	9	24.8	6.7	42.9
24.6	17	23.4	11.2	35.5	11	13.9	5.3	22.5
15.7	2	4.6	0.0	12.0	4	9.4	0.0	21.3
	55				40			
49.6	15	26.1	12.1	40.2	12	40.2	19.9	60.4
79.0	40	73.9	59.8	87.9	28	59.8	39.6	80.1
	275				175			
4.4	8	3.4	0.7	6.0	2	1.7	0.0	4.5
71.0	175	63.8	57.0	70.6	117	65.4	56.0	74.9
23.5	51	18.2	12.7	23.6	34	18.7	11.0	26.4
2.6	2	0.3	0.0	0.8	1	1.4	0.0	4.2
17.9	39	14.4	9.4	19.3	21	12.7	6.0	19.5
	47				32			
13.6	0				1	7.8	0.0	22.5
97.2	44	93.2	84.4	100.0	26	78.9	59.1	98.7
15.9	1	1.0	0.0	2.9	3	10.6	0.0	25.6
8.2	2	5.8	0.0	14.4	2	2.7	0.0	6.6
	266				160			
82.7		71.1	64.7	77.6		82.3	74.8	89.8
80.1	259	64.1	57.1	71.2	150	83.2	75.7	90.7

	255				149			
46.1	87	38.6	31.3	45.8	52	39.9	29.3	50.4
10.4	23	8.3	4.3	12.2	11	6.3	1.4	11.2
7.1	5	1.6	0.0	3.3	5	5.6	0.1	11.1
9.5	32	9.5	5.8	13.3	11	4.7	1.0	8.5
49.5	108	42.0	34.7	49.3	70	43.4	32.9	53.9
83.2	217	79.4	73.1	85.8	137	75.5	66.1	84.9
96.0	217	90.5	86.0	94.9	139	96.0	93.7	98.4
	408				270			
51.4	97	50.8	42.7	59.0	52	39.4	28.5	50.3
57.8	91	44.1	36.0	52.3	74	55.1	44.0	66.2
8.5	15	5.0	2.0	8.1	8	5.5	0.4	10.6
26.7	205	20.6	13.9	27.2	136	21.0	12.1	29.9
	41				27			
19.5	4	9.1	0.0	19.0	1	8.9	0.0	25.4
25.6	8	26.4	9.4	43.5	5	9.0	0.6	17.4
59.5	15	27.6	12.1	43.0	14	54.1	29.5	78.7
46.8	14	36.9	19.0	54.9	7	28.0	5.6	50.4
	27				11			
25.6	3	13.7	0.0	31.3	2	12.1	0.0	29.6
31.2	6	21.6	2.7	40.5	2	12.1	0.0	29.6
87.3	18	64.7	42.4	87.1	7	75.8	50.2	100.0