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BACKGROUND :

The development of activities of medication reconciliation (Med Rec) at admission and discharge have reduced medication errors. Due to lack of time and adequate tools, Med Rec informations are rarely transmitted to patients or **community health professionals (CHP)**.

In our hospital, since July 2017, a **pharmaceutical letter (PL)** of hospital discharge is edited from **Med Rec** data and integrated to the **patient's computerized record**. This PL is given and explain at the patient and transmitted to **CHP** (general practioner (GP), pharmacist, rehabilitation center, ...).

PURPOSE :

The objective of this study is **assess the satisfaction of PL transmission to CHP and patients.**



MATERIAL AND METHODS

Prospective study

- 2 internal medicine units (44 beds)
- July 2017 to February 2017

Participated in the questionnaire:

- **Patient** : after pharmacist explanation (PE) of the PL
- **Community pharmacist** : after sending by Email, regular mail or fax
- **GP and/or other medical center** : after sending by Email, regular mail or fax

Satisfaction scales

0 (not at all satisfied) to 10 (very satisfied).

Score on 10 points

RESULTS

206 patients were included : **sex ratio M/F=0.6**, mean age **72 years old** and average length of stay of **13 days**.

	PATIENT 	PHARMACIST 	GENERAL PRACTITIONER 	OTHERS HEALTH CENTERS
PHARMACEUTICAL LETTER	54% (112)	54% (112)	69% (143)	32% (66)
THE RESPONSE RATES	53% (59)	39% (44)	5% (7)	9% (7)
QUALITY OF INFORMATION	9.5±0.8	9.2±1	7.3±2	8.5±1.4
SENDING MODALITIES	/	9.3±1.1	6.7±3.9	9±1.3
IMPROVED KNOWLEDGE OF THEIR TREATMENTS	7.9 ± 2.3 vs 9.7 ± 0.9 (before vs after PE, p <0.001)	/	/	/

CONCLUSION

According to this results, we observed a very **positive overall satisfaction**, on the one hand of patients and on the other hand of CHP.

