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BACKGROUND

- Pharmacist-led **Centres for Medicines Information (CMI)**
 - ❖ Support healthcare professionals (HCPs)
 - ❖ Provide timely, evidence-based responses
 - ❖ Assist in clinical decision-making

AIM

- To **evaluate** a **streamlined CMI service** at a tertiary care centre
- Including **structured documentation** and **digital integration**

METHODS

- Descriptive **service evaluation** of a pharmacist-led streamlined CMI over **eight months (October 2024–May 2025)**

Workflow streamlined CMI

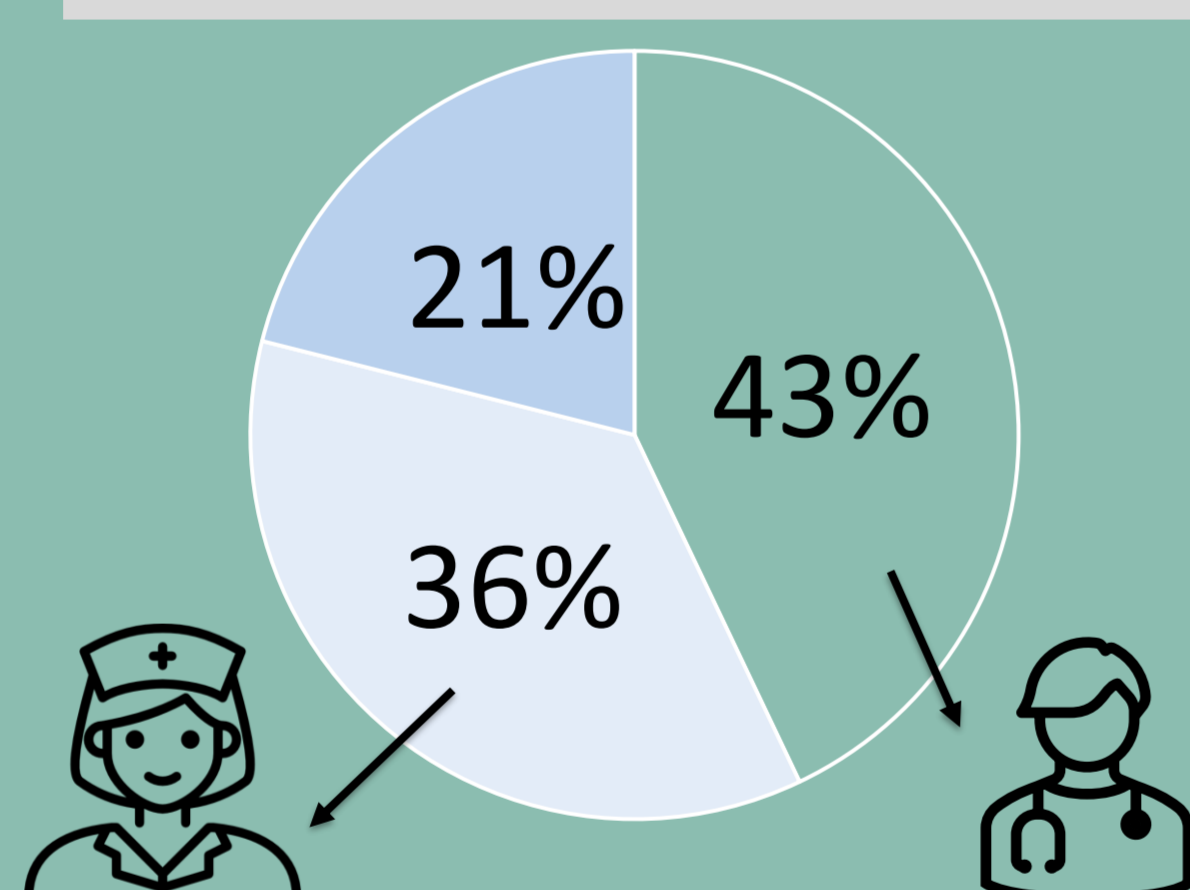


CMI Centre for Medicines Information; EHR Electronic Health Record; HCP Healthcare Professional

RESULTS

375 inquiries in database over 8 months

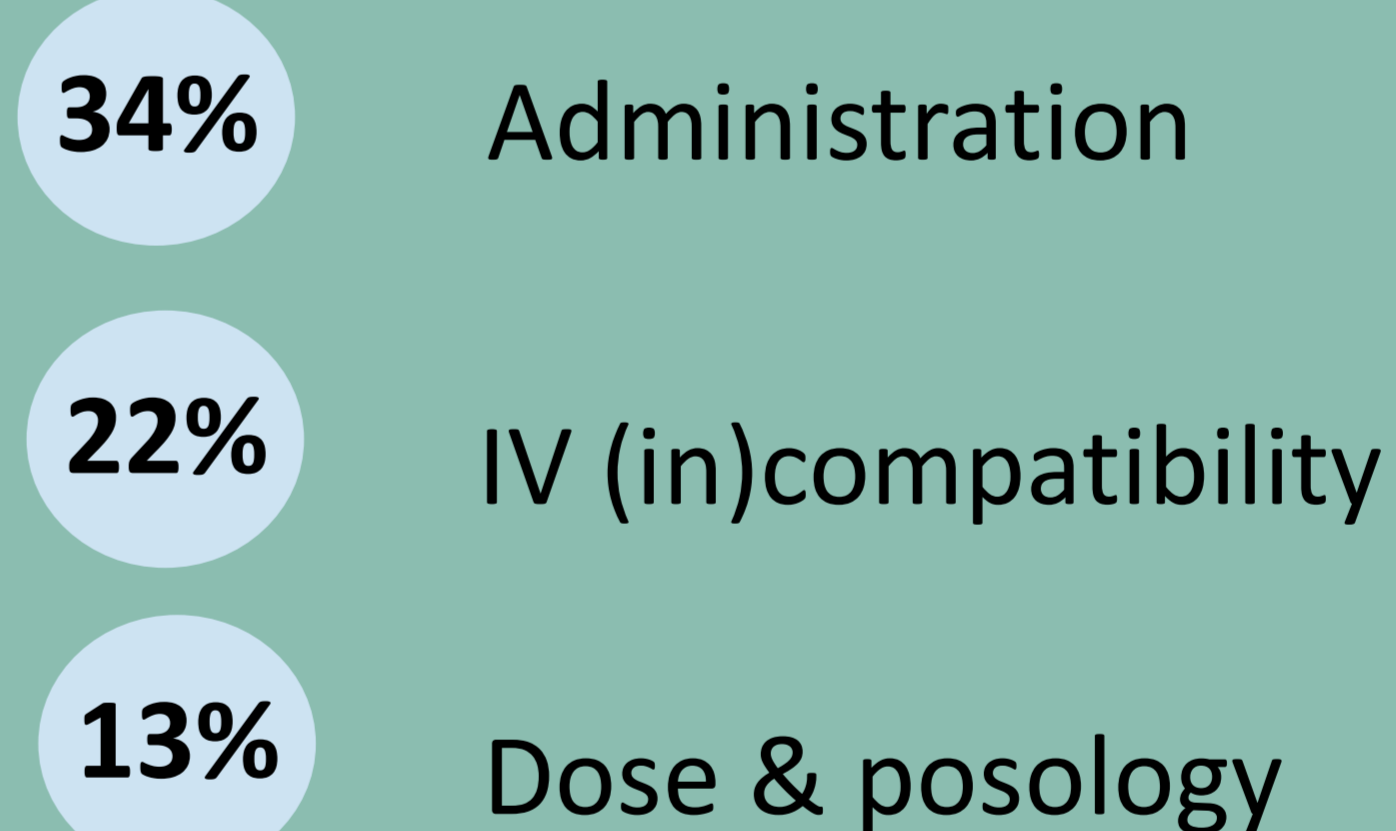
Inquirer background



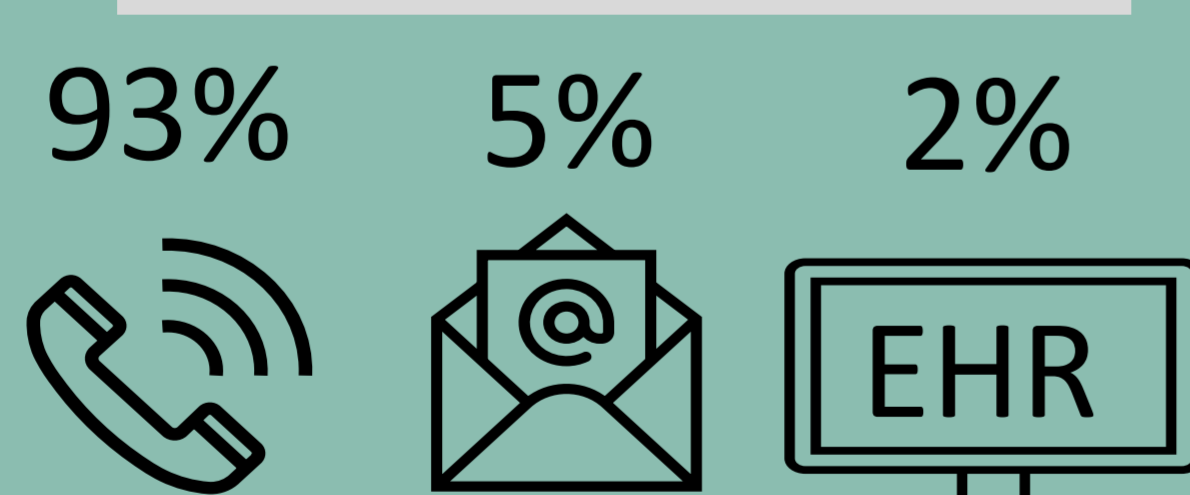
72 duplicate inquiries

relates to	Action
CMI-141 Snelheid toediening kaliumchloride (KCl)	DISCUSS
CMI-121 Toediening kaliumchloride (KCl) via poortkatheter	DISCUSS
CMI-111 Toediening IV kaliumchloride (KCl) naast kaliumfosfaat ...	NON-APPROVE...
CMI-238 Perifere toediening kaliumchloride (KCl) in NaCl 0.9% ...	DISCUSS
CMI-290 Toediening kaliumchloride (KCl) via perifere infuus	DISCUSS
CMI-368 Kaliumsubstitutie bij high output stoma en high dose fl...	DISCUSS

Top 3 inquiry categories



Inquiry channel



99% inquiry responses validated

- ❖ 95% approved
- ❖ 4% non-approved
- ❖ 1% pending

NON-APPROVED
GOEDGEKEURD
DISCUSS
AWAITING INFO

62% actions registered

- ❖ 35% internal pharmacist guideline
- ❖ 26% hospitalwide FAQ page documents

EHR Electronic Health Record; FAQ Frequently Asked Question

CONCLUSION

- **Standardised Q&A** approach for **immediate clinical needs** from HCPs
- Structured documentation and digital integration **identifies gaps, prevents duplicate work** & enables education
- Future opportunities to **evaluate impact** of streamlined CMIs on **safer pharmacotherapy & return on investment**

