

PHARMACEUTICAL CARE PROGRAMME IN FERTILITY TREATMENTS: ANALYSIS OF PATIENT SATISFACTION LEVELS

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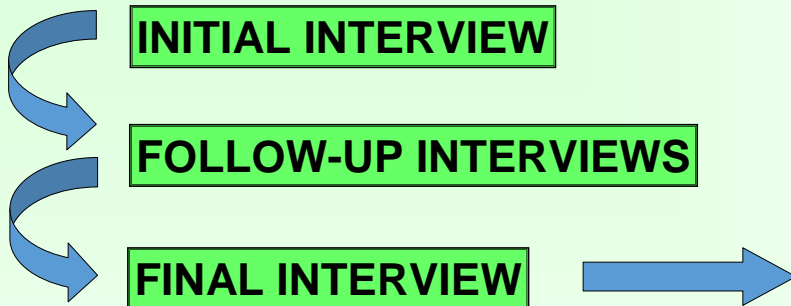
OBJETIVES

Analyse the patients level of satisfaction with a pharmaceutical care program for fertility treatments

MATERIAL Y METODOS

Transversal study of **seven-month** (September 2014-March 2015).

The **program** consists of:



Five-question questionnaire with a **Likert scale**:

the following three aspects were evaluated:

1. confidentiality and privacy
2. information received by the pharmacist
3. accessibility and facilities.

The questionnaire included an **overall assessment** of the attention provided in a scale of 1-10 (10 being the highest rating).

RESULTADOS

- **54 users** completed the survey.
- **77.8%** of respondents were aged **over 30 years**.
- **100%** of patients who completed the survey felt **very satisfied** with the information received from the pharmacist.
- The information received by the pharmacist was the **most important** factor for **63%** of the respondents.
- The **overall rating average** of the helpfulness/care received was **9.09 points**.

CONCLUSION

According to the results of our survey and the high level of user satisfaction, we can conclude that pharmaceutical care programs in fertility treatments are an important strategy for achieving optimal treatment compliance by the patient.

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