

NON-ACTIVE PRESCRIPTIONS IN AMBULATORY PATIENTS: ANALYSIS AND EFFECT IN CONSULTATION WAITING TIME

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Background and importance

Optimization of time within the Hospital Outpatient Pharmacy has become an urgent challenge in light of the surge in activity over recent years.

A substantial number of patients arrive without an active prescription, rendering it impossible to dispense their medications promptly, resulting in consultation delays and patient inconvenience.

Aim and objectives

To delineate the chief causes of non-active prescriptions at the point of dispensation and to assess their impact on patient waiting times when attending the Hospital Outpatient Pharmacy.

Materials and methods



January 2022 to September 2023.



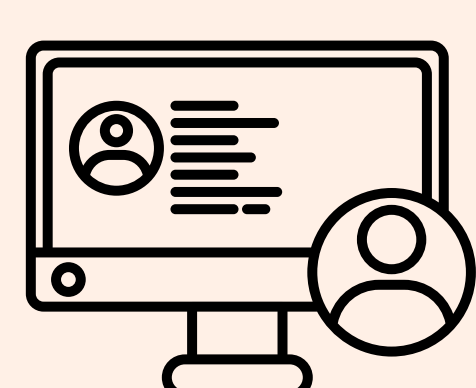
Prospective registrations of patients lacking active prescriptions.



Random sample selected for analysis.



- Clinical service to which patients were affiliated.
- Reasons for prescription unavailability.
- Discrepancy between scheduled appointment time and actual consultation conclusion time.



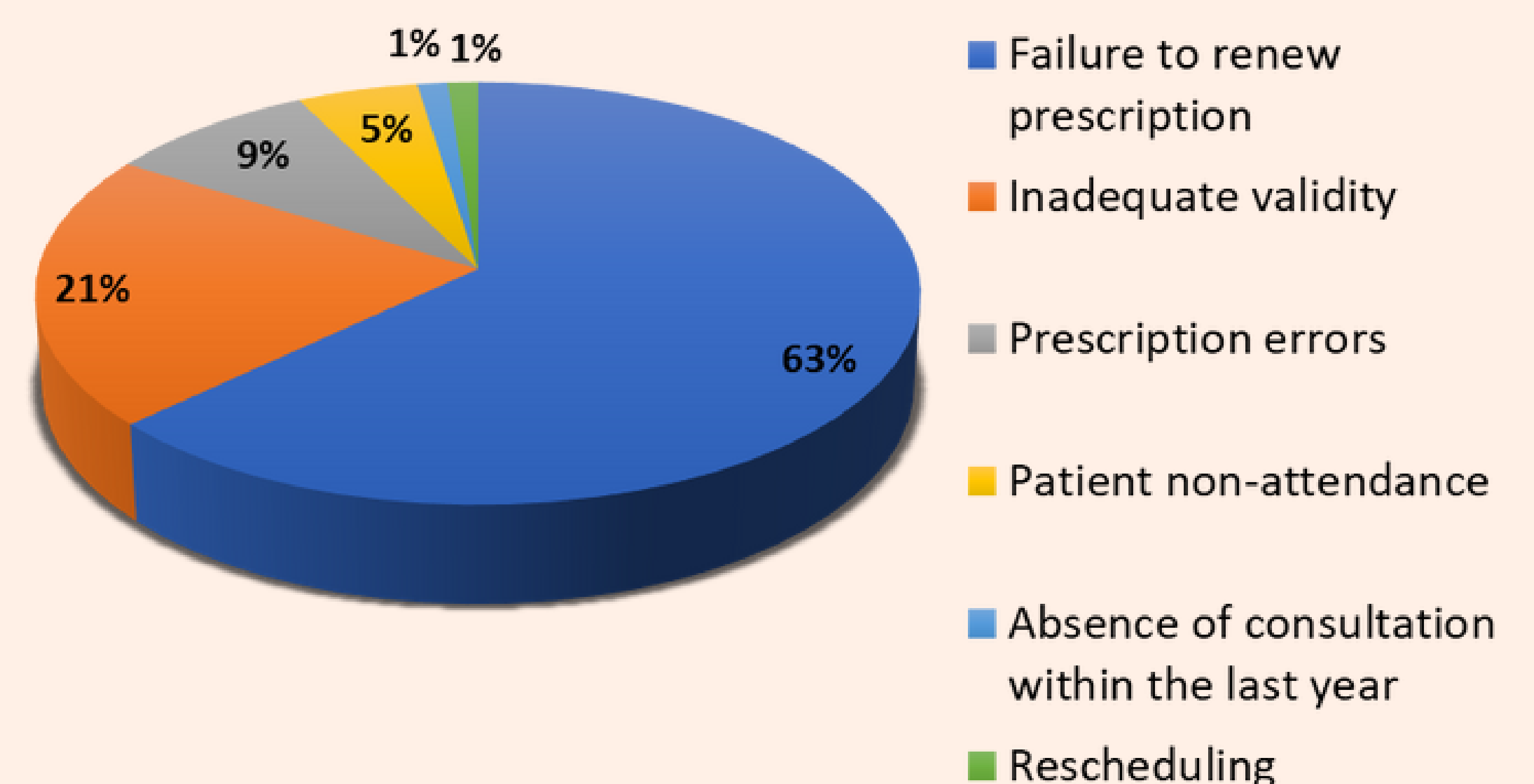
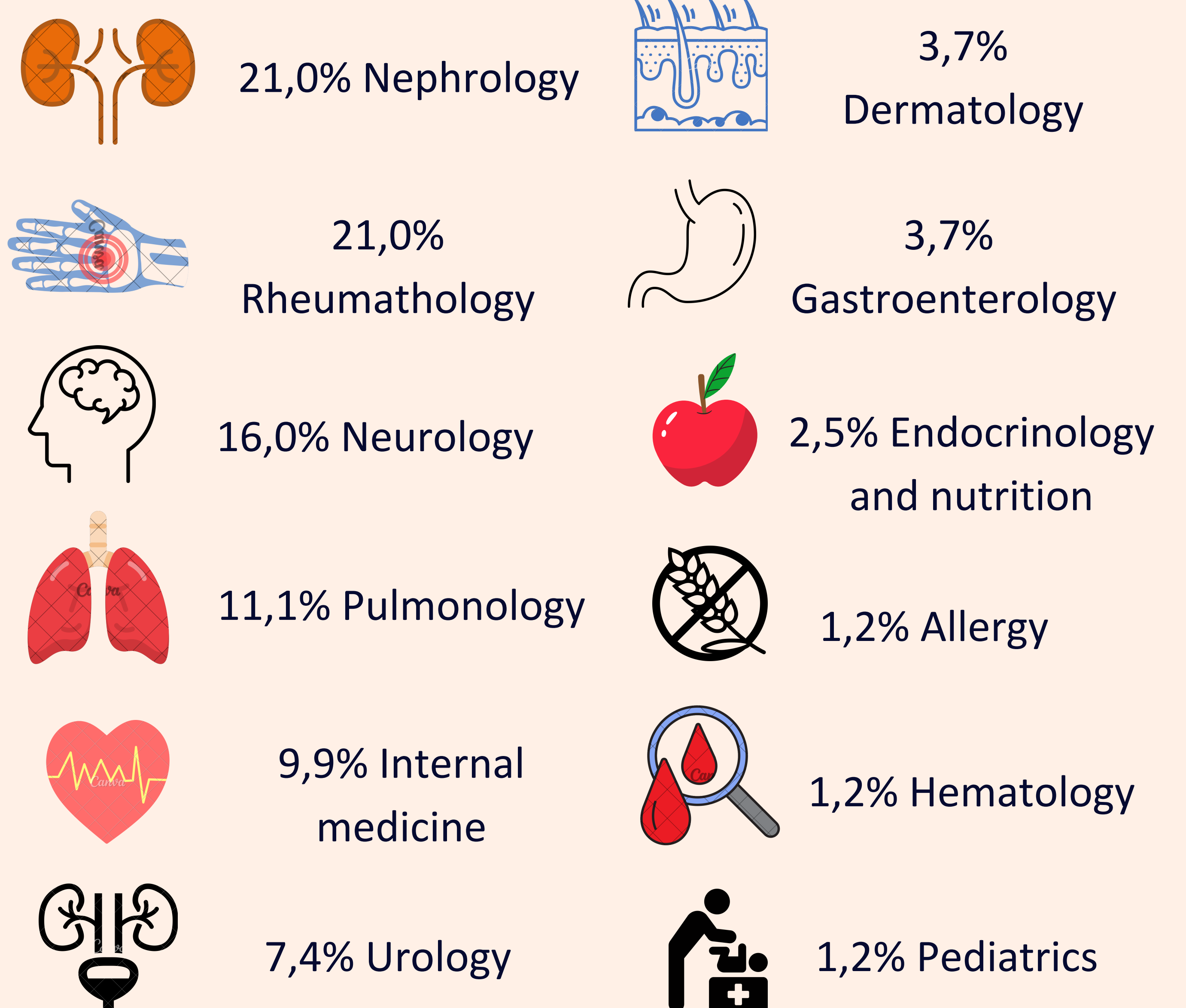
Data gathered from the electronic prescribing software.

Results

Cohort of 81 patients

Median consultation waiting time amounted to 36 minutes, with an extreme delay reaching up to 3 hours.

Implicated Clinical Services:



Conclusions and relevance

- Appointment time was considered as the moment of consultation entry, assuming zero delays.
- Adverse influence on day-to-day operations of the Hospital Outpatient Pharmacy
- Enhanced training and robust communication with the implicated Services is necessary.

