

IMPROVEMENT IN PATIENT CARE BY PHARMACIST PHONE CALL AFTER STARTING TREATMENT

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Background and importance

- Outpatient Pharmacy Unit (OPU) is usually the last place that patient goes within the hospital circuit. Usually, patient arrives overloaded with information and very worried about his new disease, not being able to assimilate all the information that is offered to him about the new treatment that he has to start.

Aim and objectives

- The aim of the study is to develop a communication project between patients and OPU professionals to help patients understand, remember and improve adherence to treatment prescribed, detect possible medication-related problems (MRP) and increase the degree of satisfaction with the care received at the OPU.

Material and methods

- When the patient comes to the OPU for the first time, he is offered all the information necessary to start his treatment and is included in a follow-up program, doing a phone call 3 to 5 days after begin the new medication. During the phone call, it is verified that the patient takes the medication according to medical prescription and according to the recommendations of the pharmacist. In addition, possible adverse effects (AEs) are asked and possible doubts about the new treatment are resolved. On the second visit to the OPU, a satisfaction survey is given.

Results

- Data collected between April 2019- December 2021. Patients included: 142.



20,1 %

Doubts about dosage, interactions..

36,2 %

Mild adverse effects

8,8 %

Serious adverse effects → Notify doctor

- 90% of the patients reported that the call was useful
- 100% of patients → satisfied or very satisfied with the care received

Conclusions

Telephone call after starting treatment reinforces the information given in the OPU during the FVP and allows early intervention in the detection and resolution of MRP. A high percentage of patients consider the project useful, showing a high degree of satisfaction both with the phone call and with the care received at the OPU.

