

P. Rhodes¹, V. Ferreira¹, M. Agullo¹, G. Piriou², R. Varin³, R. Collomp⁴, C. Boronad¹

¹Service Pharmacie, Centre Hospitalier de Cannes, 15 avenue des Broussailles 06400 Cannes, France

²Service pharmacie, Centre hospitalier de Douarnenez, 85 rue Laennec, 29171 Douarnenez Service Pharmacie,

³Service pharmacie, CHU de Rouen, 1 rue de Germont, 76000 Rouen

⁴Hôpital de l'Archet, CHU de Nice, 151 route de Saint-Antoine 06200 Nice, France

p.rhodes@ch-cannes.fr

CP-151

Background and purpose:

A national innovative **experimentation** of a **phone Drug Information Service**, called **MiS**, has been implemented since April 2016 to improve diffusion of information about drugs and health products.

MiS consists in 4 networked Drug Information Centers (DIC) which brings **free, reliable and objective information to healthcare providers and patients**. All phone queries are processed by experimented and trained pharmacists.

The aim of the study is to assess perceived **clinical impact** of pharmacists' interventions and **users' satisfaction** of the unique MiS DIC dedicated to outpatients.

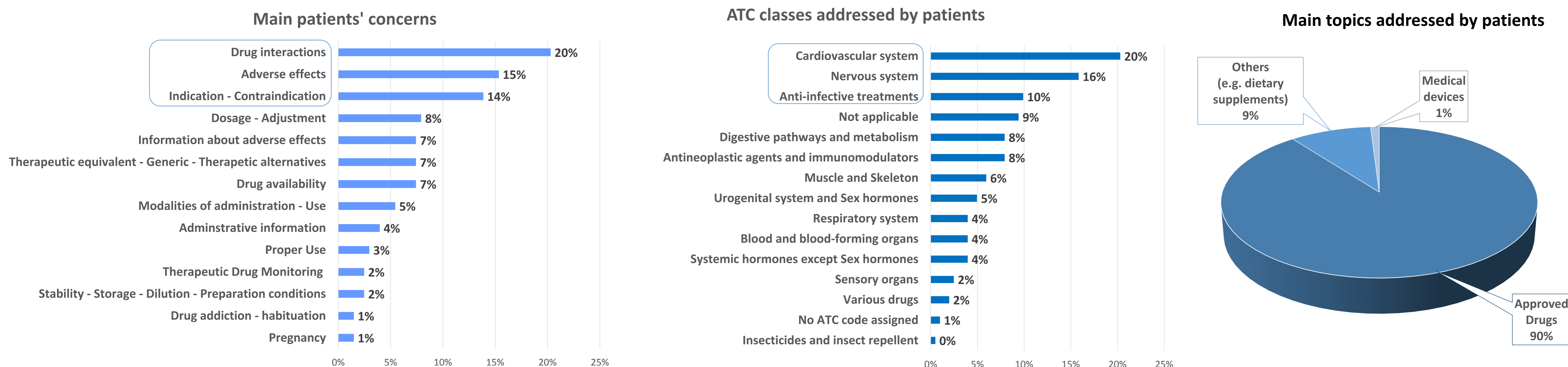
Materials and methods:

Three surveys were conducted from the analysis of the **200 first phone queries**:

- an extraction from MiS questions/responses database in order to **highlight the main themes**;
- a peer review of each intervention to bring out **perceived clinical and/or economic impacts**, using Hatoum scale^{1,2};
- a **satisfaction survey** conducted by phone interview with patients.

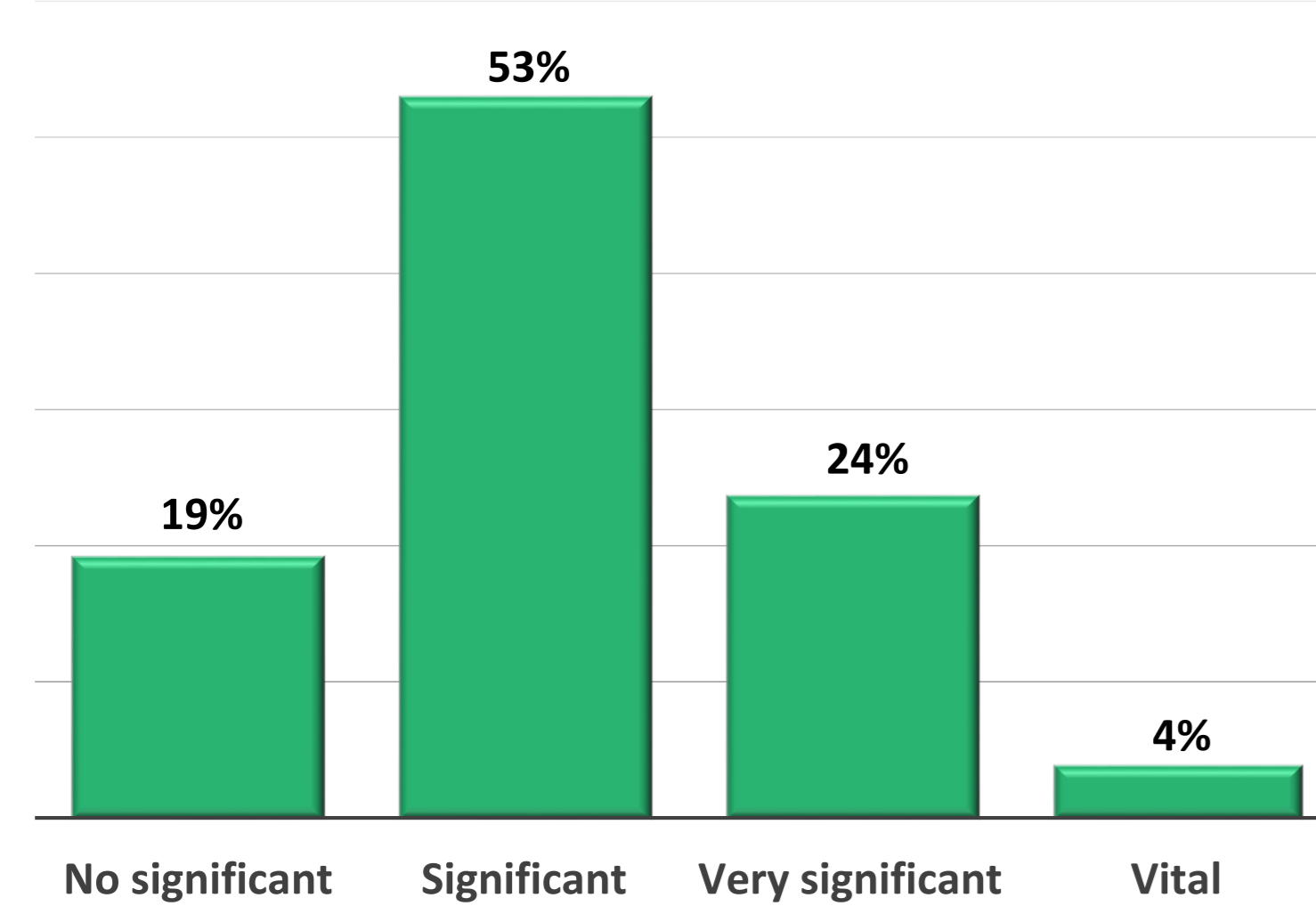
Results:

Main themes of phone queries

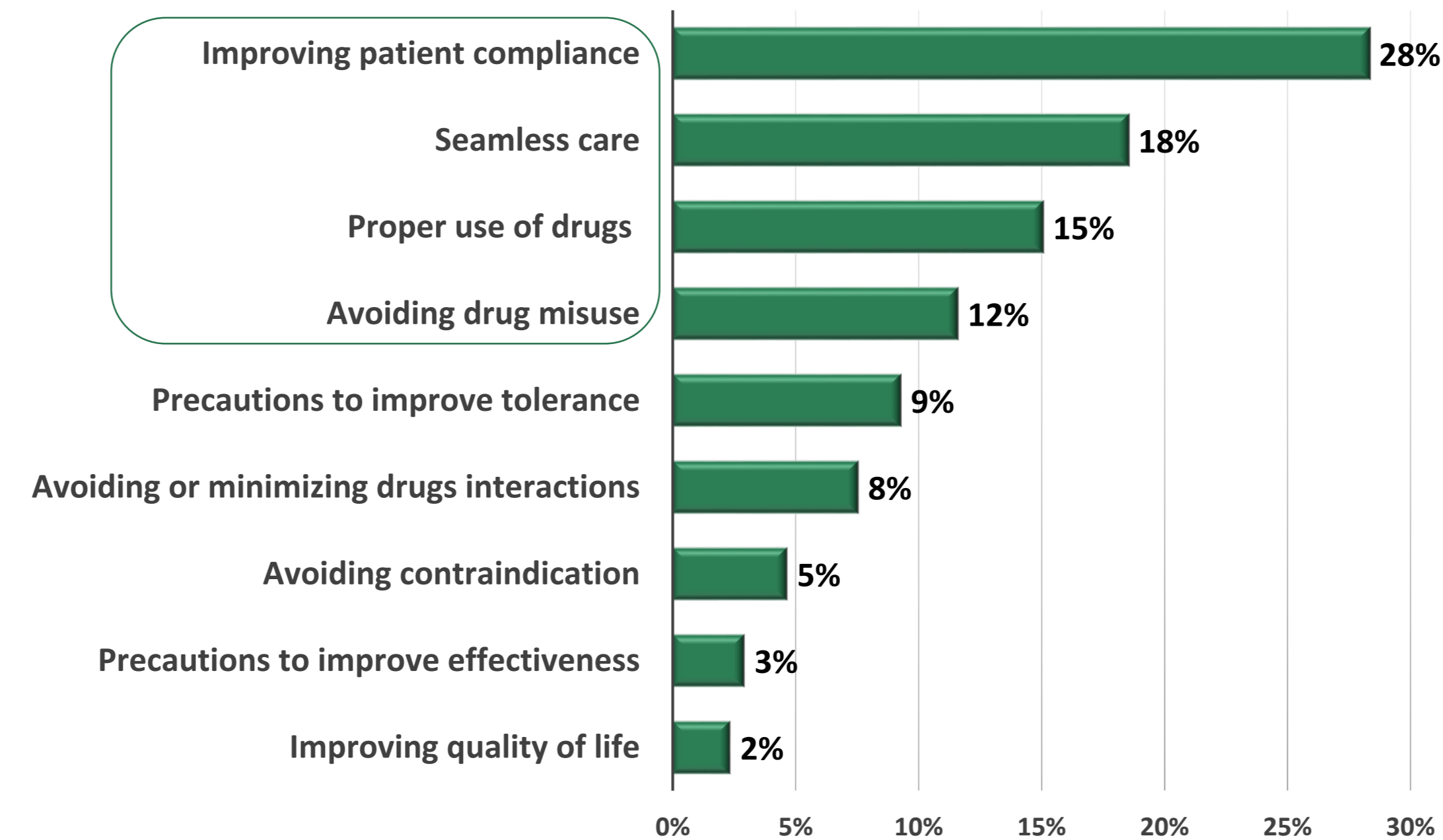


Impact of MiS

Evaluation of MiS perceived impact (from Hatoum's scale^{1,2})

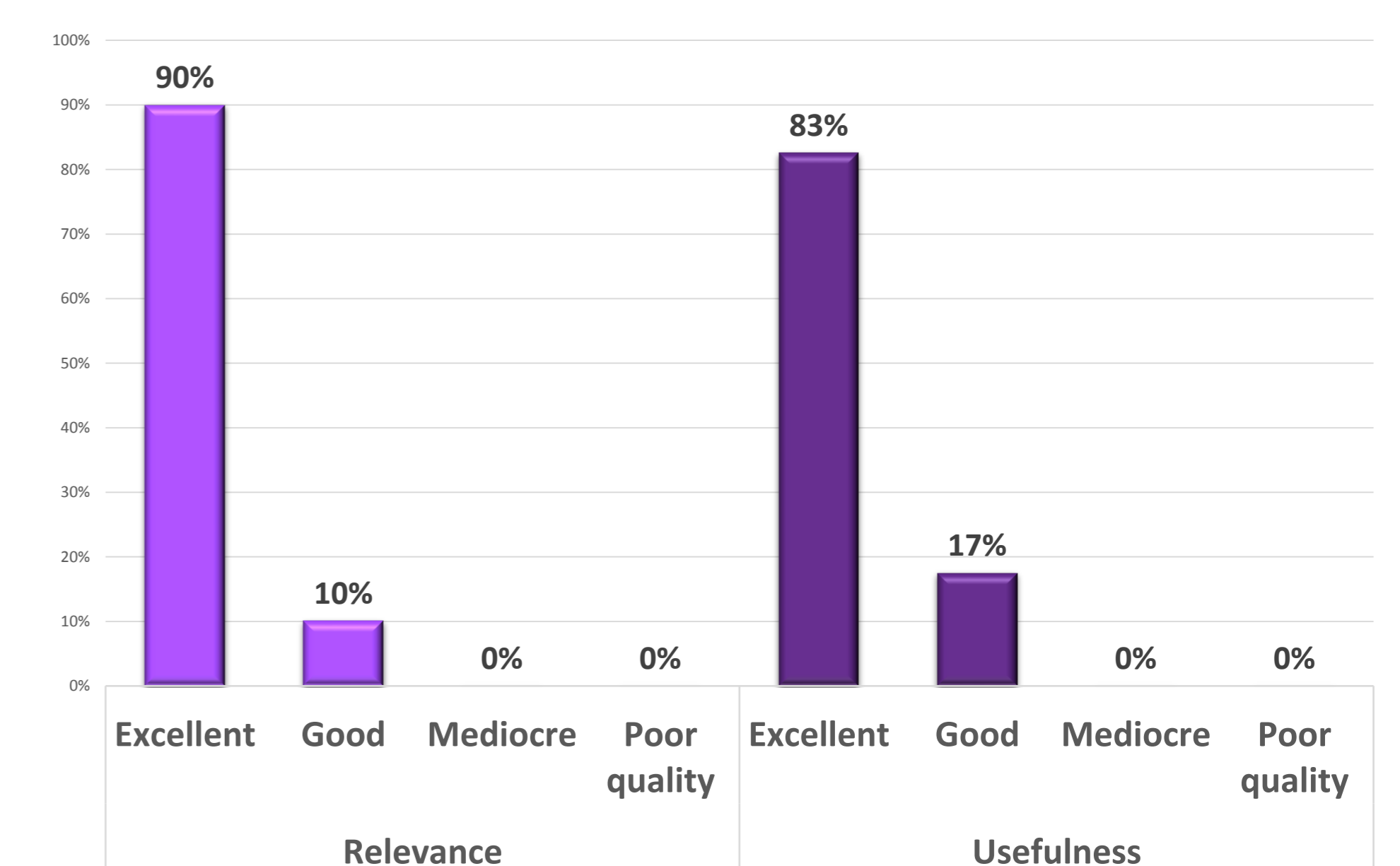


Drug therapy optimization consists in...



Satisfaction

Relevance and usefulness of delivered information according to patients



Conclusion

Despite a self-assessment bias, our results highlight that most **MiS interventions have a perceived clinical impact particularly to improve patient compliance and proper use of drug, guaranteeing drug effectiveness**. Associated with high level of user satisfaction, **MiS represents a real need for outpatients** who search reliable drug information and that accessibility of this service must be sustained and expanded.

¹ HT. Hatoum, RA. Hutchinson, LR. Elliott, DL. Kendzierski. Physicians' review of significant interventions by clinical pharmacists in inpatient care. *Drug Intell Clin Pharm.* 1988 Dec; 22(12):980-2

² V. Chedru, M. Juste. Evaluation médicale de l'impact clinique des interventions pharmaceutiques. *Journal de Pharmacie Clinique.* 1997;16(4):254-8.