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## Objective

To implement and evaluate the results of changing from a queuing model (QM) to an appointment-based pharmacy care model (ABM) for outpatients attended at a tertiary hospital pharmacy.

## Materials and methods

- The study included all outpatients attended at the pharmaceutical care since inclusion of the ABM in hospital in May 2015 to September 2015.
- A retrospective data collection analysis through the records of the dating and dispensing software was performed.

## Results and Discussion

- ✓ Pharmacy workflow was completely redesigned, staff was trained, and patients were informed about the new ABM model. It is shown in Figure 1 below.

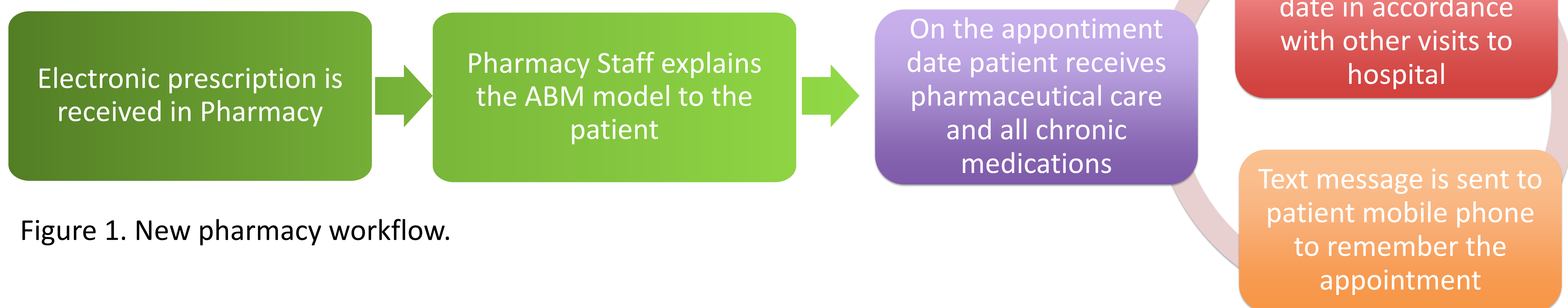
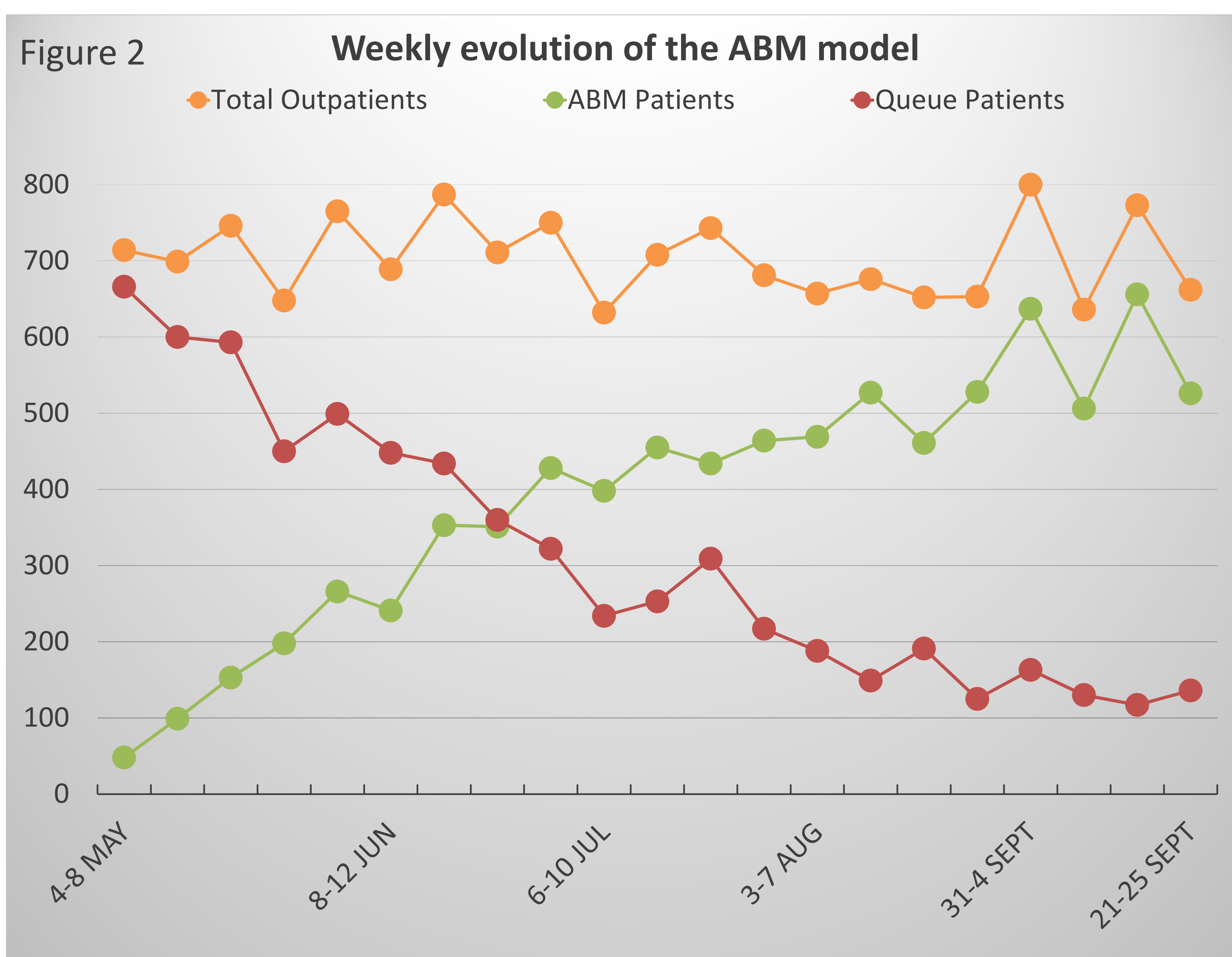
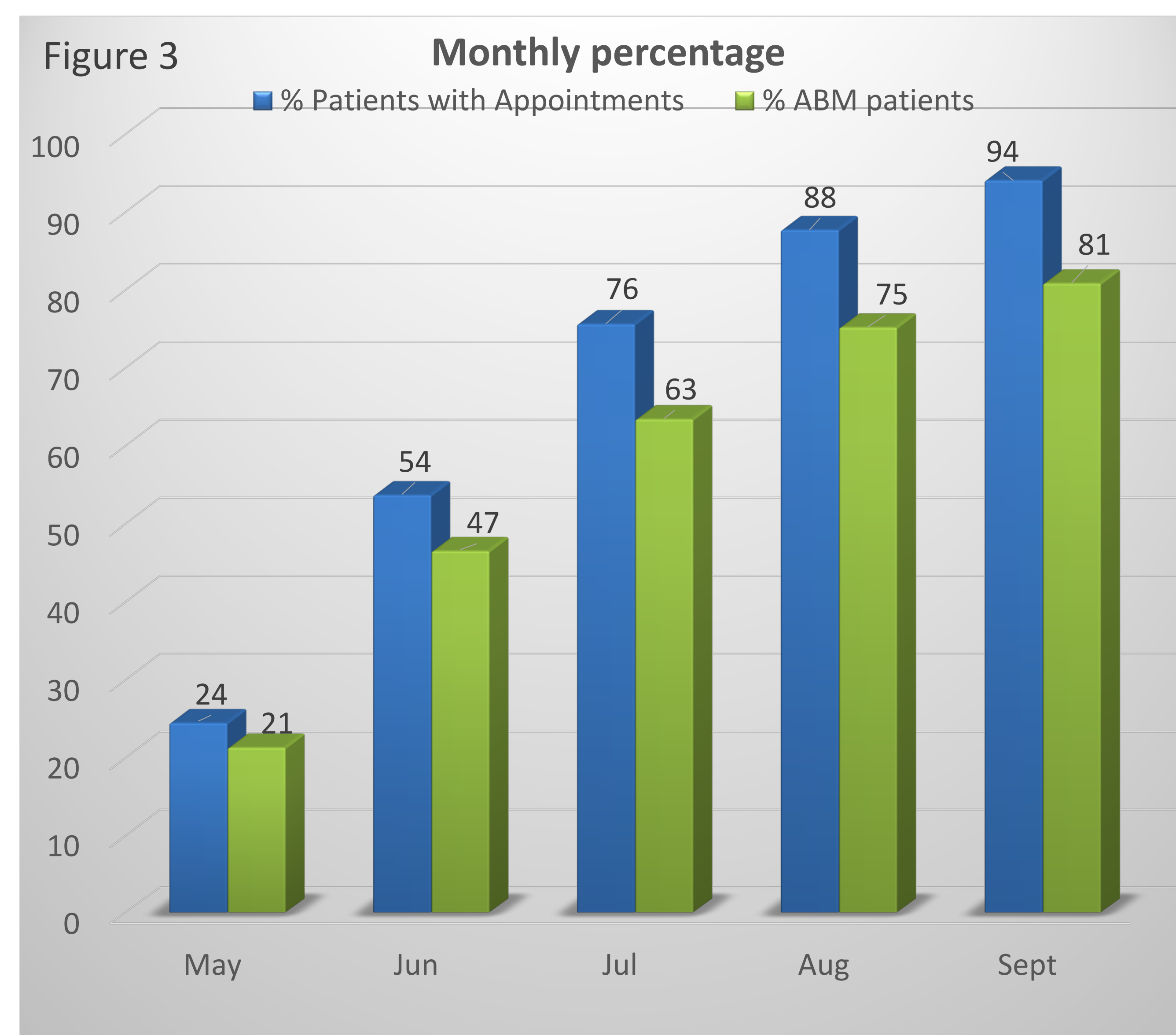


Figure 1. New pharmacy workflow.

- ✓ As can be seen in figure 2, a mean of 703 outpatients come to collect their medications to the hospital pharmacy weekly (monthly: 2956).
- ✓ There is an increase in the number of patients attended by the ABM with a reduction in patients remaining QM. Although each month the increase is lower, it has not yet reached a flat line.



- ✓ The mean percentage of patients coming by the ABM during the first five months post implantation (figure 3) was 21, 47, 63, 75 and 81% of total attended patients.
- ✓ A 14% of the patients who had an appointment didn't come on their scheduled date and this value is constant along all time the study last.



## Conclusions

- ✓ Pharmacy workflow redesign allows to implement an ABM for outpatients in a hospital pharmacy.
- ✓ Five months after its implementation 81% of the patients come to the pharmacy care by ABM.

## Aknowledgments

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