

ISG11239

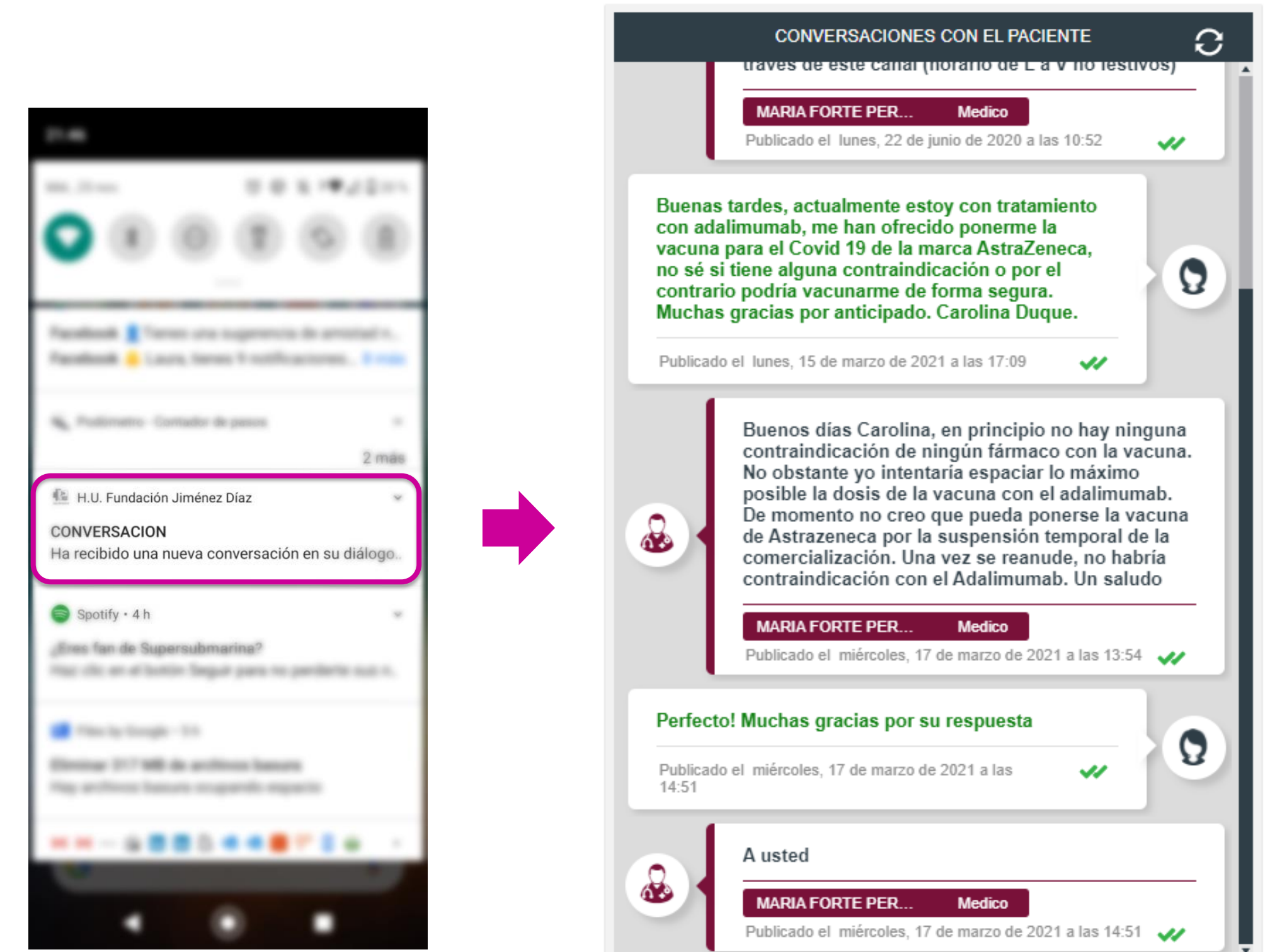
## What was done?

A software tool called “Web Dialogue” was developed within the e-health portal of our hospital. It allows outpatients to communicate with the pharmacist using a chat box where they can write queries about:

**Drug interactions, adverse effects or any other concerns about their hospital dispensed treatment, as well as about other medications or herbal products.**

“Web dialogue” is available to all the outpatients who receive medication from our pharmacy service.

A pharmacist answers the queries within 24 hours, from Monday to Friday.



## Why was it done?

1. High volume of phone calls from patients



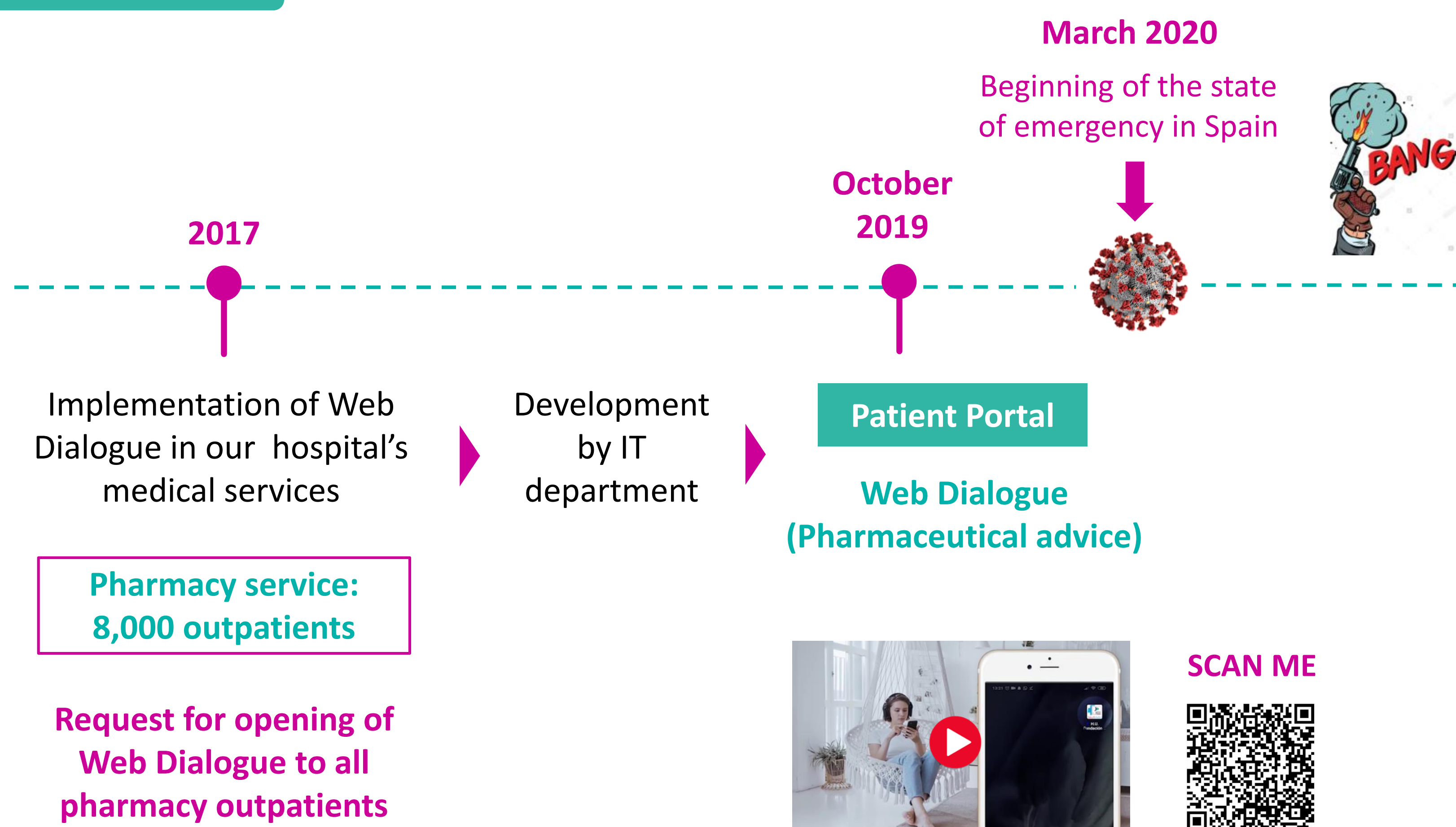
2. Large number of inquiries by email



3. We needed a way to record patient queries in the clinical history ensuring data privacy



## How was it done?



Spread among patients: through posters and an informative video

**Consejo farmacéutico**

¿Alguna duda? Estamos para ayudarte.

Si tienes alguna duda o consulta sobre tu medicación de dispensación hospitalaria, interacciones, efectos secundarios, y otros medicamentos o productos de herbolario y parafarmacia, el Servicio de Farmacia Hospitalaria del Hospital se encuentra a tu disposición para ayudarte.

Un farmacéutico te responderá en menos de 24 h a través de este canal (horario de L a V no festivos)

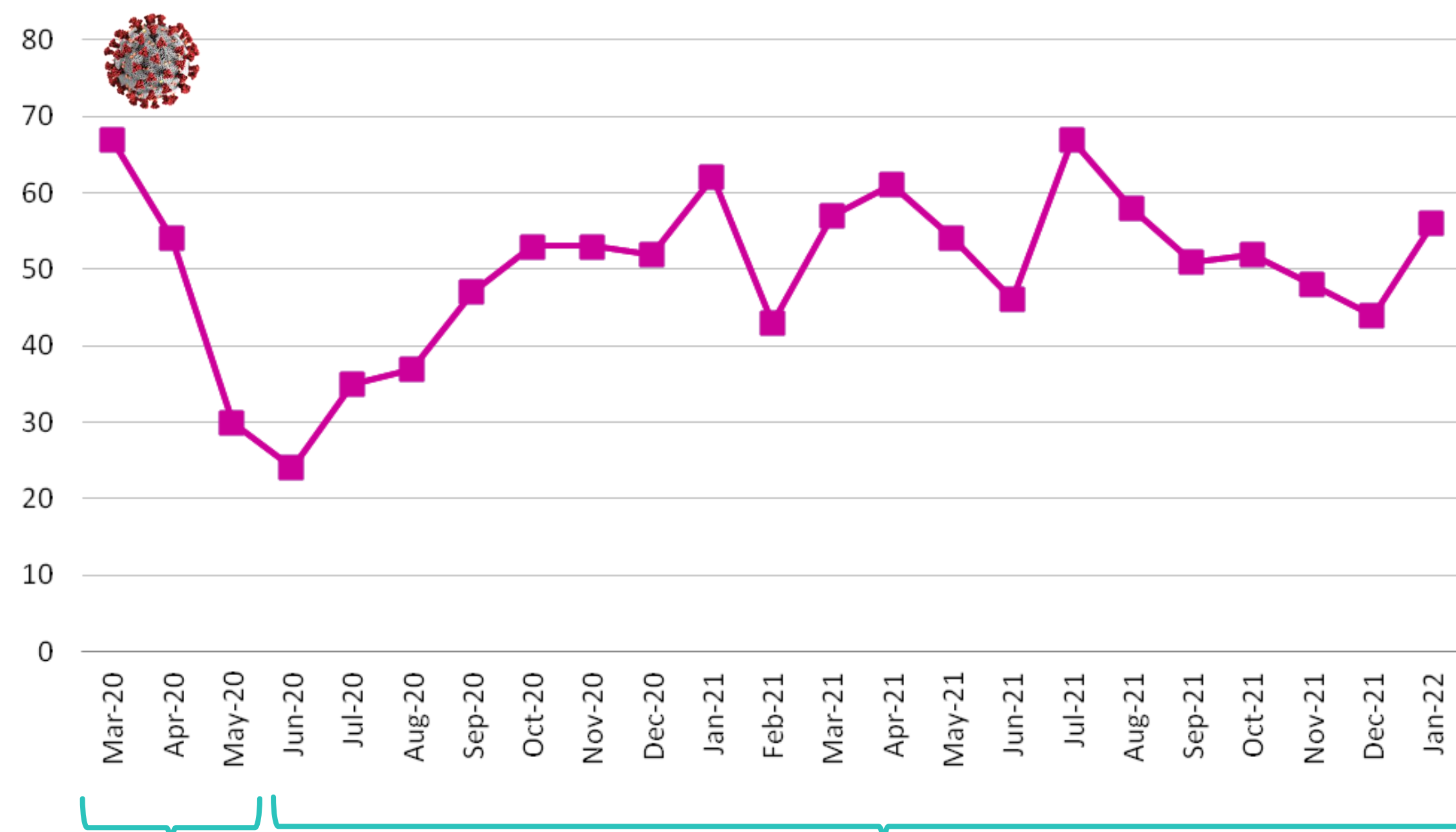
**Paso 1**: Dentro del Portal del paciente, buscar Farmacia.

**Paso 2**: En caso de duda abrir la conversación.

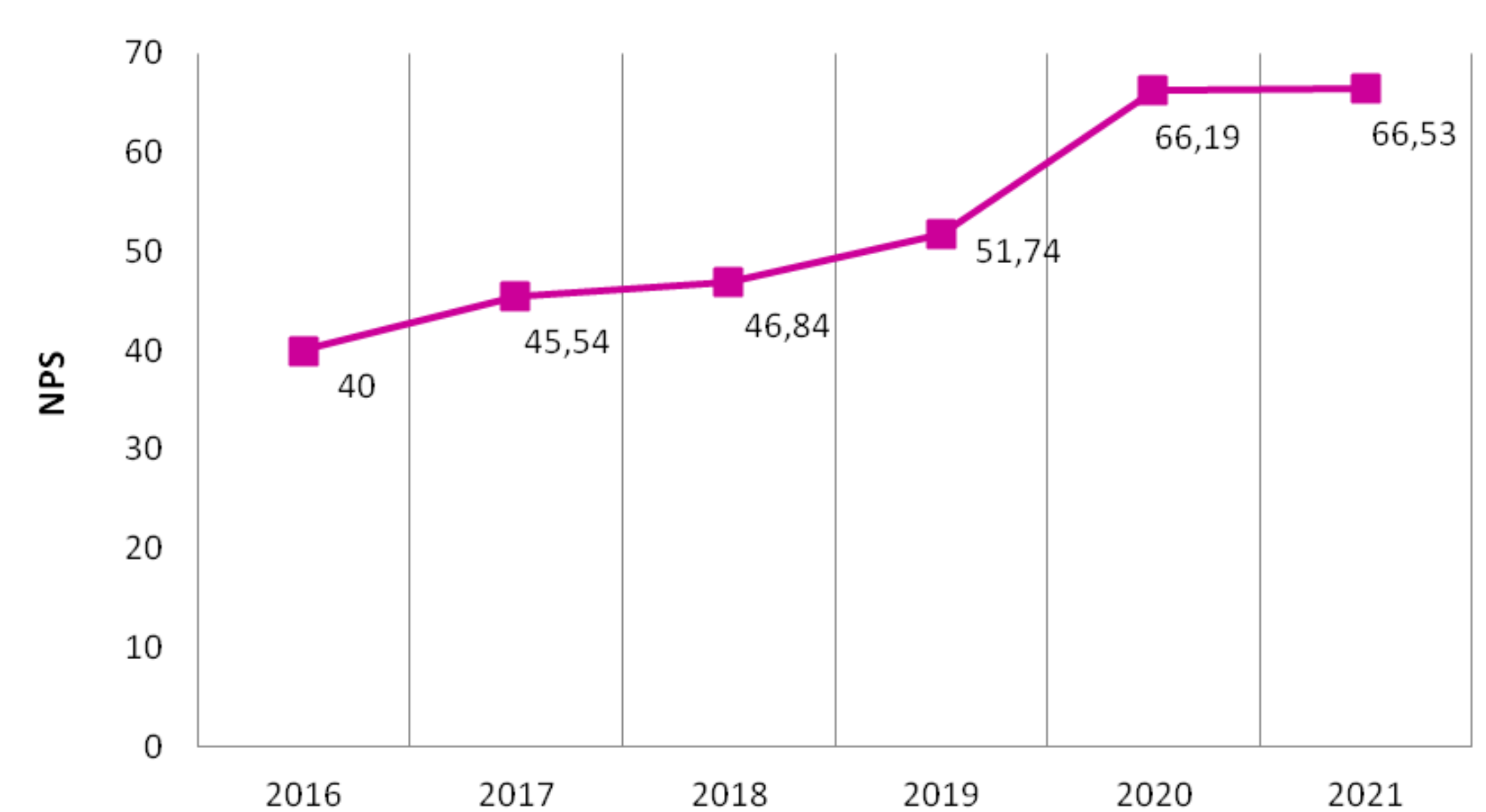
**Paso 3**: Preguntar dudas a nuestros profesionales.

## What has been achieved?

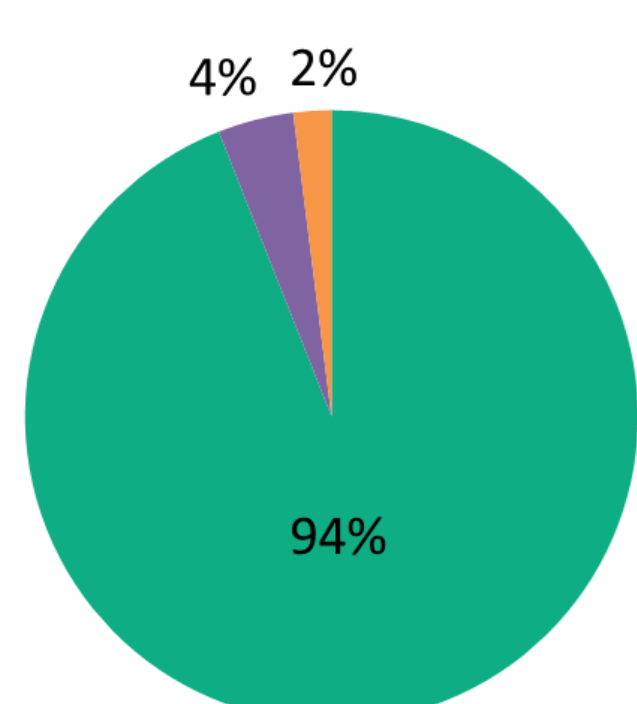
Evolution of Web Dialogue in our service  
Number of patients per month



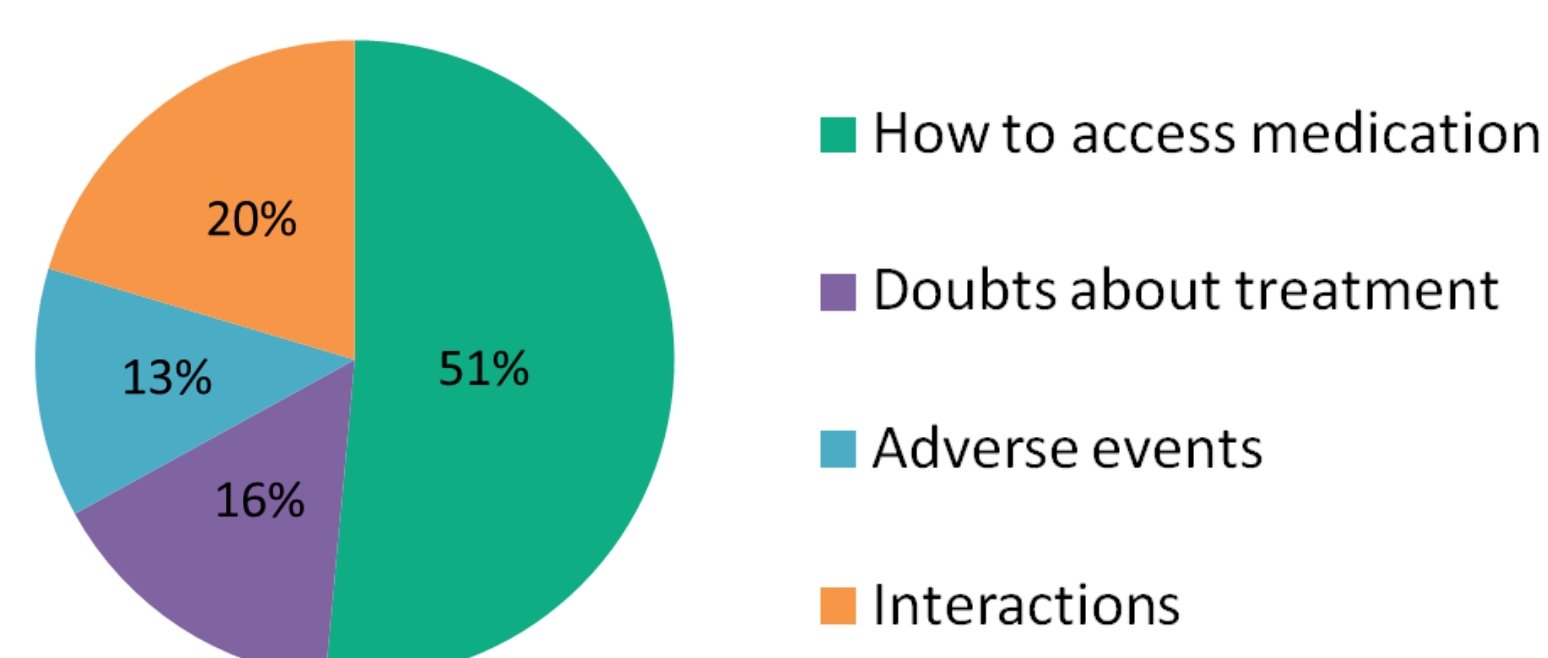
Annual evolution of Net Promoter Score (NPS)  
Patient loyalty in our service: >60 pts → Excellence



During the state of emergency



After the state of emergency



## What next?

Some of our ideas for the future are:

1. The possibility of selecting the type of inquiry and the interlocutor (administrative staff/pharmacist) by the patient.
2. Create algorithms for the automatic response of certain questions.
3. Carry out Big Data research studies.