

Medication reconciliation :

A pharmaceutical teleconsultation for patients followed in hematology in a French Comprehensive Cancer Center

A. JOUVANCE¹, T. GENEVEE¹, L. ESCALUP¹

¹INSTITUT CURIE, PHARMACY DEPARTMENT, SAINT-CLOUD, FRANCE

What ?



Proposal of a **pharmaceutical teleconsultation** for our hematology patients



Comprehensive listing of medications taken, including :

- self-medication
- herbal medicines
- food supplements



Comparison with usual treatment in the medical record and **update of the patient file**

Facilitates :

- future **admission to hospital / reconciliation**
- changes in treatment in **medical consultation**

Why ?

Oncology patients : exposed to many risks

- often elderly and/or polymedicated
- numerous physicians involved
- frequent changes in treatment
- many drug interactions with chemotherapies
- increasing number of oral chemotherapies taken at home by the patients themselves



Systematic reconciliation during hospital stay incompatible in our center with :

- short length of stay for patients
- pharmaceutical human resources



Some patients are **used to Teams®** thanks to the teleconsultations already carried out in **hematology** (for their comfort and because of the COVID-19 pandemic)



How ?



- Installation of **communication devices** : webcams, headphones and microphones (financed by the Ile de France Regional Health Agency).



- Comparison and tests of different **reconciliation tools** : the **Hospiville®** platform was chosen, also allowing remote and secure communication with retail pharmacies.

Achieved !

- Patients on the weekly hematology teleconsultation schedule are offered an **appointment** by pharmacy students. The contact information of the **usual pharmacy** is then requested.
- **Information collected** from the medical file and from the pharmacy are provided into **Hospiville®**, then completed during the **interview through Teams®** (i.e. 3 data sources).
- The pharmacist **lists prescribed drugs, assesses patient compliance** and **analyzes interactions** between medications or complementary medicines.



- If necessary, the referring hematologist is contacted to **adjust the drug's management**.
- The teleconsultation report is added to the **electronic medical record (Elios®)**.

Next ?

Patients carrying out the consultation from home :

- report being **more exhaustive** in the information they provide, due to prescriptions and medications at home
- like **short time** needed and appointment **scheduling**
- find it easier to talk in **familiar surroundings**

Scheduled teleconsultations allow pharmacists :

- **secure** the patient's medication path
- **not to interrupt** the pharmacy activity

Dialogue initiated with **digital publishers** must be continued to enable them to meet the specific needs of local organizations.



This experience will benefit our part in the **national experiment "ONCO'LINK"** of home monitoring of patients on oral anticancer drugs under Article 51 of the 2018 Social Security Financing Law for innovative health organizations.