

FARMACENTER: A PLATFORM FOR RESOLVING PHARMACOTHERAPEUTIC QUERIES AFTER DISCHARGE FROM THE EMERGENCY DEPARTMENT

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WHAT WAS DONE?

We have designed, implemented and evaluated a tool to **resolve pharmacotherapeutic queries** of patients discharged from the Emergency Department (ED).



WHY WAS IT DONE?

Patients discharged from the ED

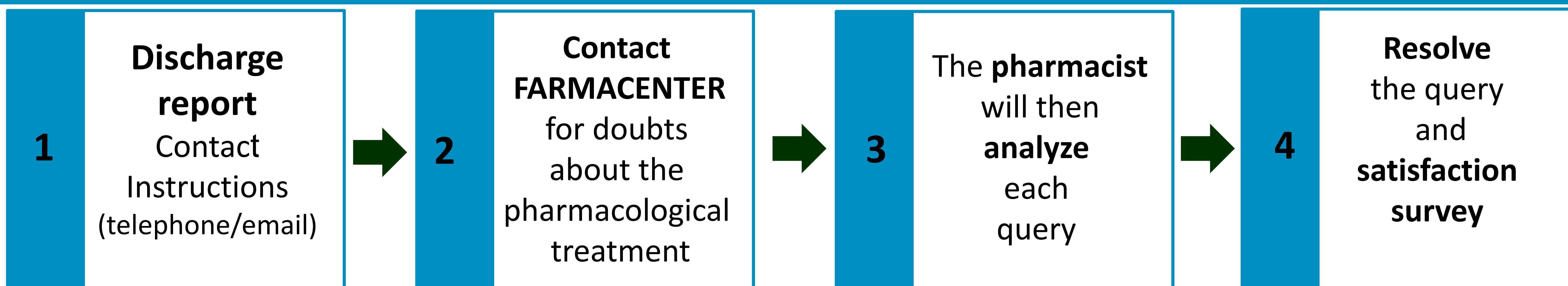


- **42%** receive incomplete information
- Forget approximately **60%** of the medical information received

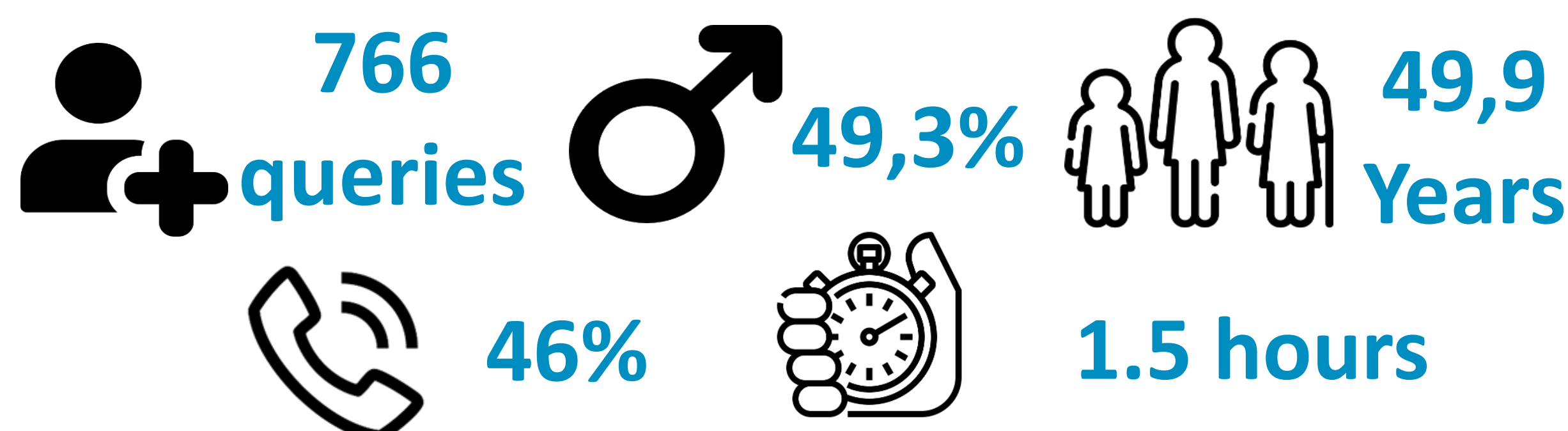


Hinders the proper management of **medication at home** favoring the appearance of **adverse events** and **new visits** to the hospital.

HOW WAS IT DONE?



WHAT HAS BEEN ACHIEVED?



53.7% resolved by the hospital pharmacist without contacting the healthcare team.

The satisfaction survey

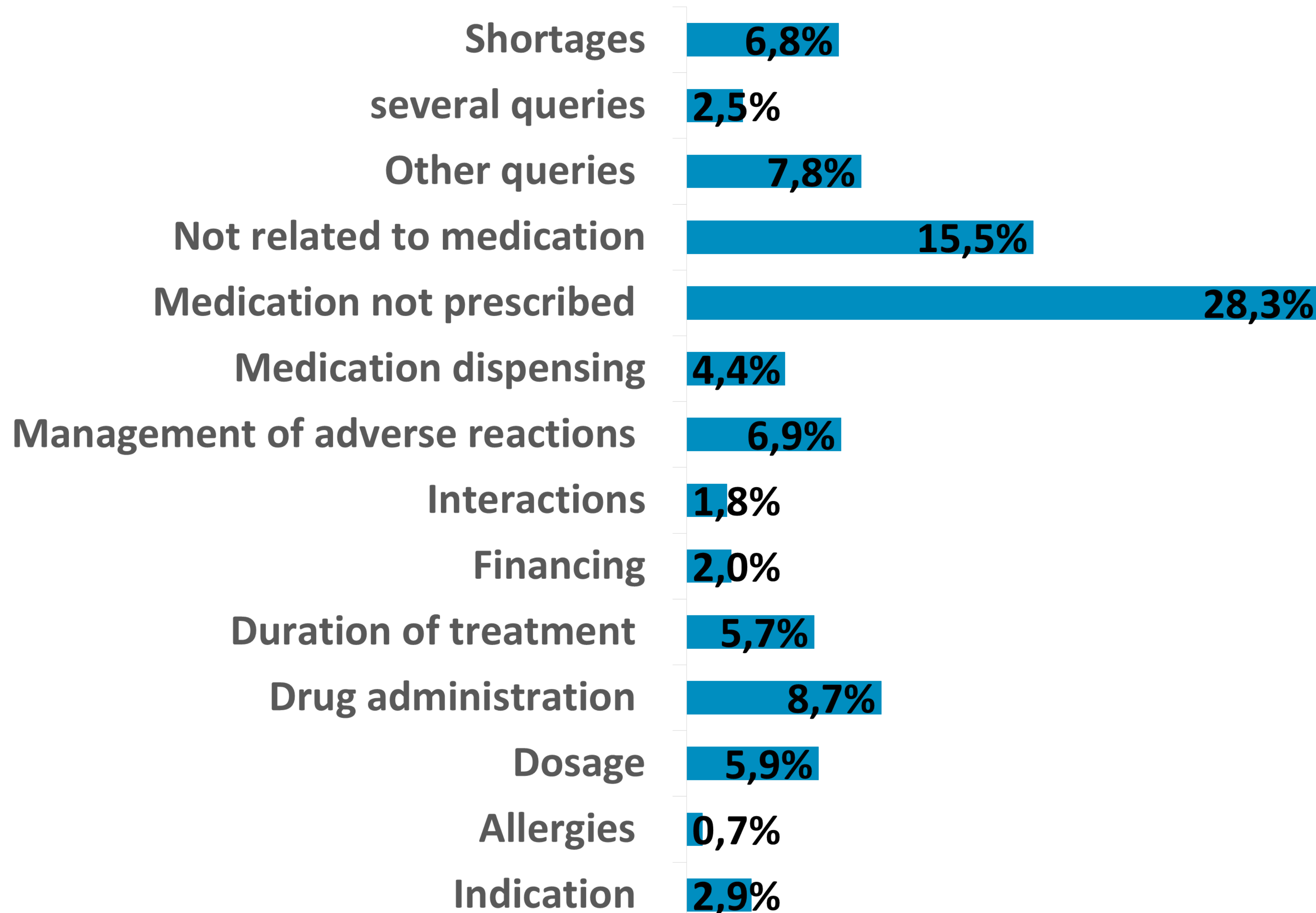
40% responded (N=288)

Overall rating **4,9/5**

- ✓ Individualized attention
- ✓ Fast resolution
- ✓ Pharmacist's kindness

95% of patients considered that FarmaCenter had helped them to avoid a visit to a healthcare center

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WHAT IS NEXT?

Developing improvement strategies to reduce the number of patients with medication-related concerns from the ED.

