



**Pharmacy E-Consult**

Requested by departments, which are not regularly covered by clinical pharmacy services.

Questions: drug interactions (40%), suspected drug side effects (29%), drug administration (15%), etc.

**Drug Interactions & Pharmacotherapy Clinic**

Launched in October 2017

Medication review for patients with complex medication regimens by a clinical pharmacologist (doctor) and a pharmacist.



**LET'S DIVERSIFY TO GUARANTEE ACCESS TO THE HOSPITAL PHARMACIST'S EXPERTISE:  
ALL GOOD THINGS COME IN FOURS!**

CP55717

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**WHAT WAS DONE?**

The Vienna General Hospital is a 1.900 bed university hospital in which patients and health care professionals have access to hospital pharmacist's expertise via various channels.

In addition to already existing services (i.e. provision of hospital-wide medicines information and clinical pharmacy services on particularly selected wards) **two new services** (i.e. Pharmacy E-Consults and a dedicated drug interactions and pharmacotherapy clinic) have recently been implemented.

**WHY WAS IT DONE?**

Due to limited human resources (9,4 FTE) in the medicines information and clinical pharmacy department, only selected wards could be provided with daily clinical pharmacist's presence offering medication review, patient discharge counselling and ward round participation. **To expand the reach of our clinical services**, two further service pillars were introduced complementing the already existing services.

- ✓ 2017: **1.320 requests**
- ✓ organizational issues (27%)
- ✓ drug availability (20%)
- ✓ general information (18%)
- ✓ drug application (15%)

**1. Provision of medicines information**

**2. Clinical pharmacy services**

- ✓ 2017: **23 clinical areas**
- ✓ 16 clinical pharmacists

- NEW!**
- ✓ 2017: **48 E-Consults**
  - ✓ from 18 different clinical departments

**3. Pharmacy E-Consults**

**4. Drug Interactions & Pharmacotherapy Clinic**

- NEW!**
- ✓ **6 patients** assigned
  - ✓ **Promotion** and roll out ongoing!

**HOW WAS IT DONE?**

- An E-pharmacy consult was designed and implemented in collaboration with the hospital IT department.
- **E-consults can be requested electronically by all wards.**
- E-consults are executed by the medicines information pharmacist on duty.
- Recently, a special clinic was implemented as a **collaborative project with the clinical pharmacology department** addressing the specific medicines-related needs of patients with complex medication regimens.

**WHAT HAS BEEN ACHIEVED?**

The scope of services provided by the department currently comprises four pillars. While the **scope and reach of services was expanded by diversification**, the two new services are operated with existing resources after reassignment of tasks.

**WHAT NEXT?**

After the implementation of new services (i.e. E-consult, clinic) **constant promotion** is needed to increase the awareness level among health care professionals in the hospital. Quality assurance and continuity of service provision is crucial for acceptance.

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