

DIGITAL SUPPORT IN PHARMACIST-PATIENT CONSULTATIONS

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BACKGROUND

To further improve direct and personal communication with patients, Dutch pharmacists have developed the guideline 'pharmaceutical patient consultation'. Pharmacists have many consultations with patients, including patients with chronic illnesses. Although digitisation is already being used on many fronts in pharmacy, little is known about its use in pharmacist-patient interactions.

PURPOSE

Pharmacists deal with various groups of patients with whom they conduct consultations. These may include patients with occasional care needs or patients with chronic care needs. Currently, KNMP is investigating the impact of digital support in pharmacist-patient interactions.

METHOD

KNMP has developed an overview showing the diversity of consultations and medication evaluations between pharmacist and patient throughout the patient life cycle. This model focuses on consultations with patients starting chronic medication (starting phase) or those who have been taking chronic medication for some time (follow-up phase). In addition, consultations when 'reducing and stopping' are shown. The impact of digital support will be determined in these different phases for the patient (in terms of outcomes of care).

A poll has been launched among community pharmacists in The Netherlands to identify whether they conduct digital consultations, which digital tools they use, patients' experiences, their own experiences and how digital consultations save time. This poll will also be conducted among the FIP congress attendees viewing this poster.

RESULTS

In addition to literature research, KNMP conducted several interviews with stakeholders.

As a follow-up to this initial survey, a poll among Dutch community pharmacists was recently conducted, showing that 25% of the first 32 respondents do consultations digitally. Among these, most conduct the annual medication evaluation of the individualised distribution form digitally, followed by consultations at first dispensing, occasional medication evaluation based on medication monitoring signals and consultations for reducing and stopping prescription medicine. These consultations are primarily carried out via e-mail, followed by the patient portal and chat. Patients are very positive and pharmacists/pharmacy teams are also positive about digital consultations. In particular, digital consultations save the pharmacist and the patient time and, to a lesser extent, they may save the pharmacy assistant time.

REQUEST

KNMP cordially invites community pharmacists at the FIP congress to participate in a second poll on international pharmacists' experiences with digital consultations.

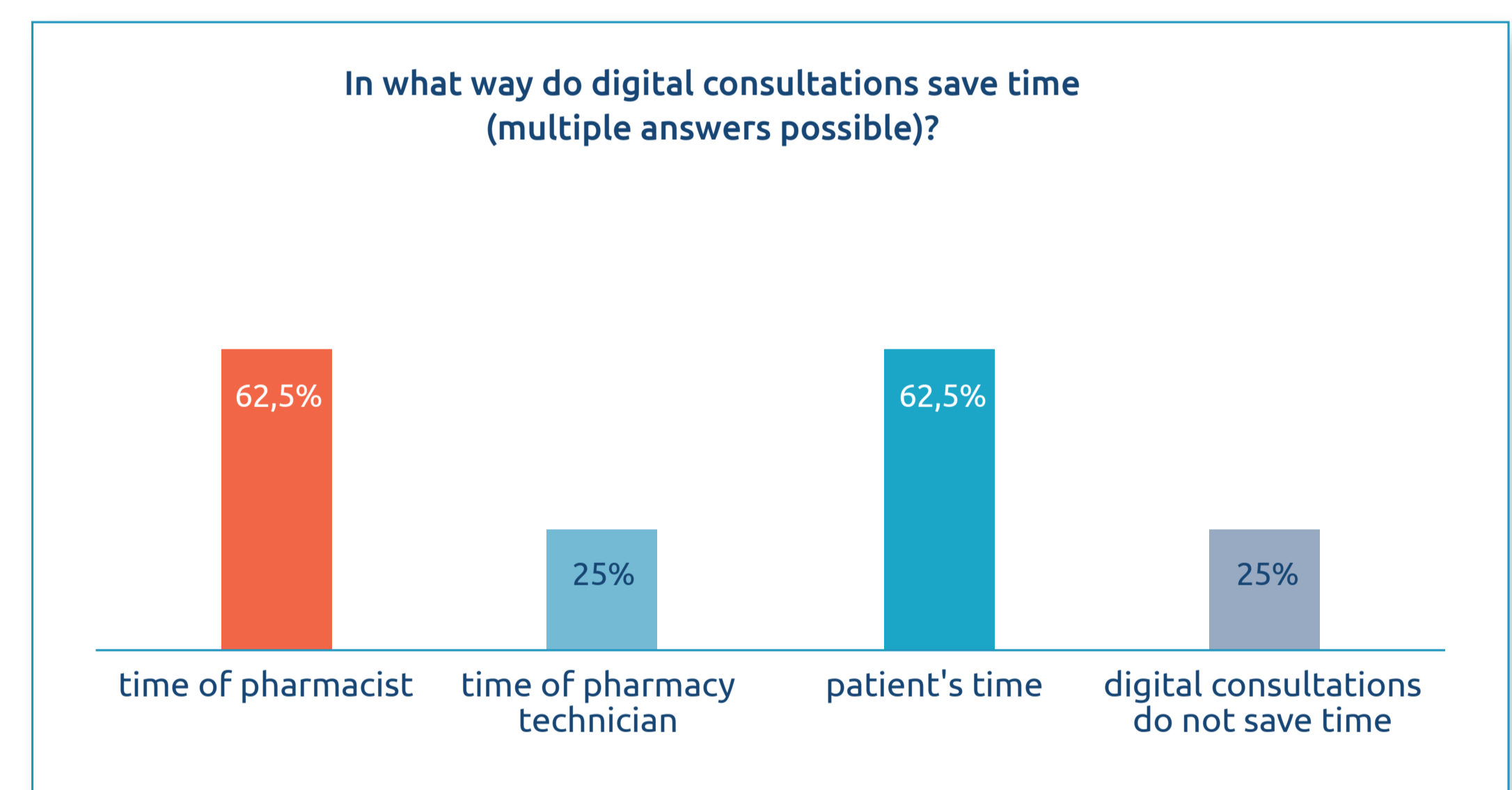
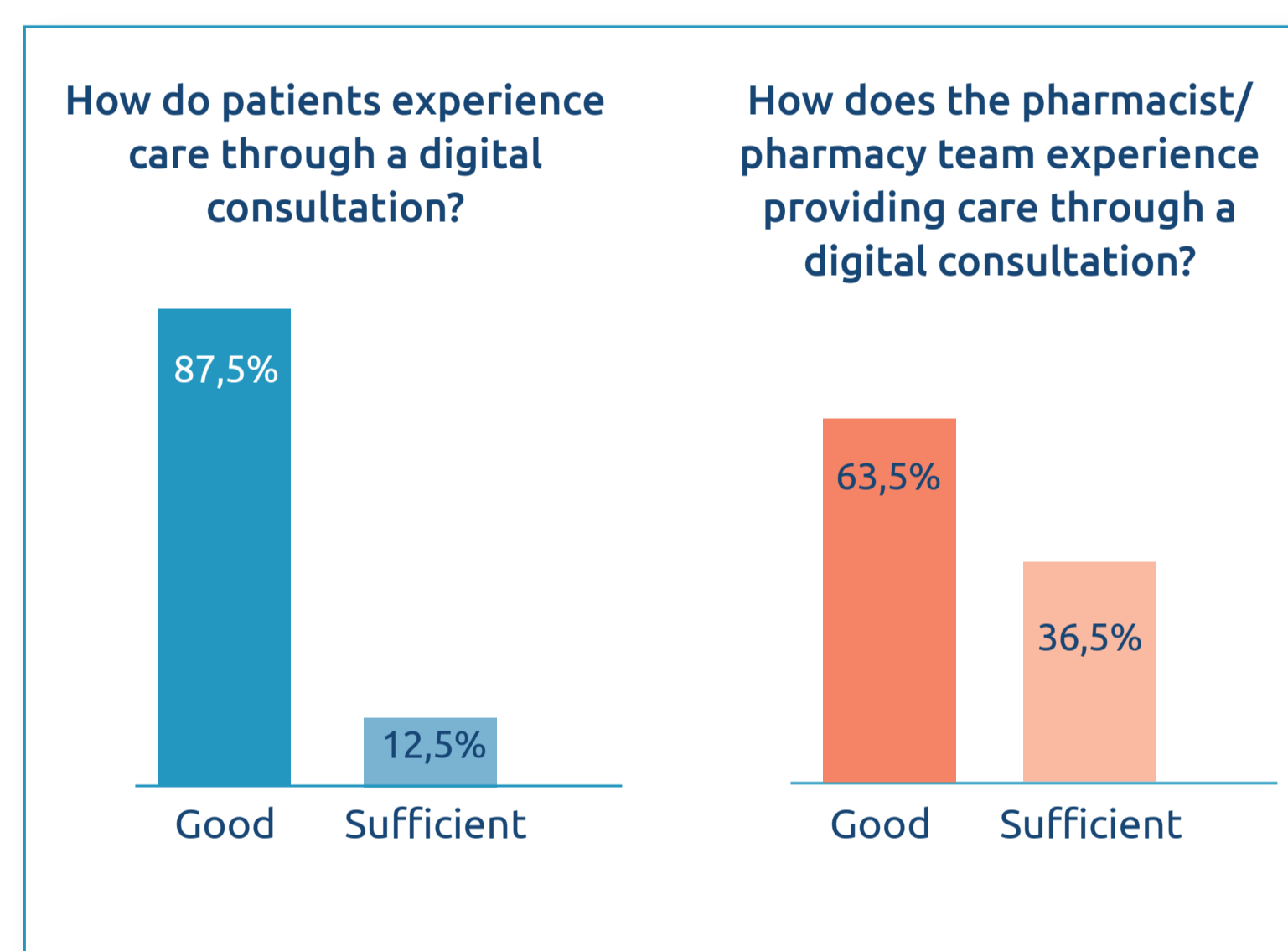
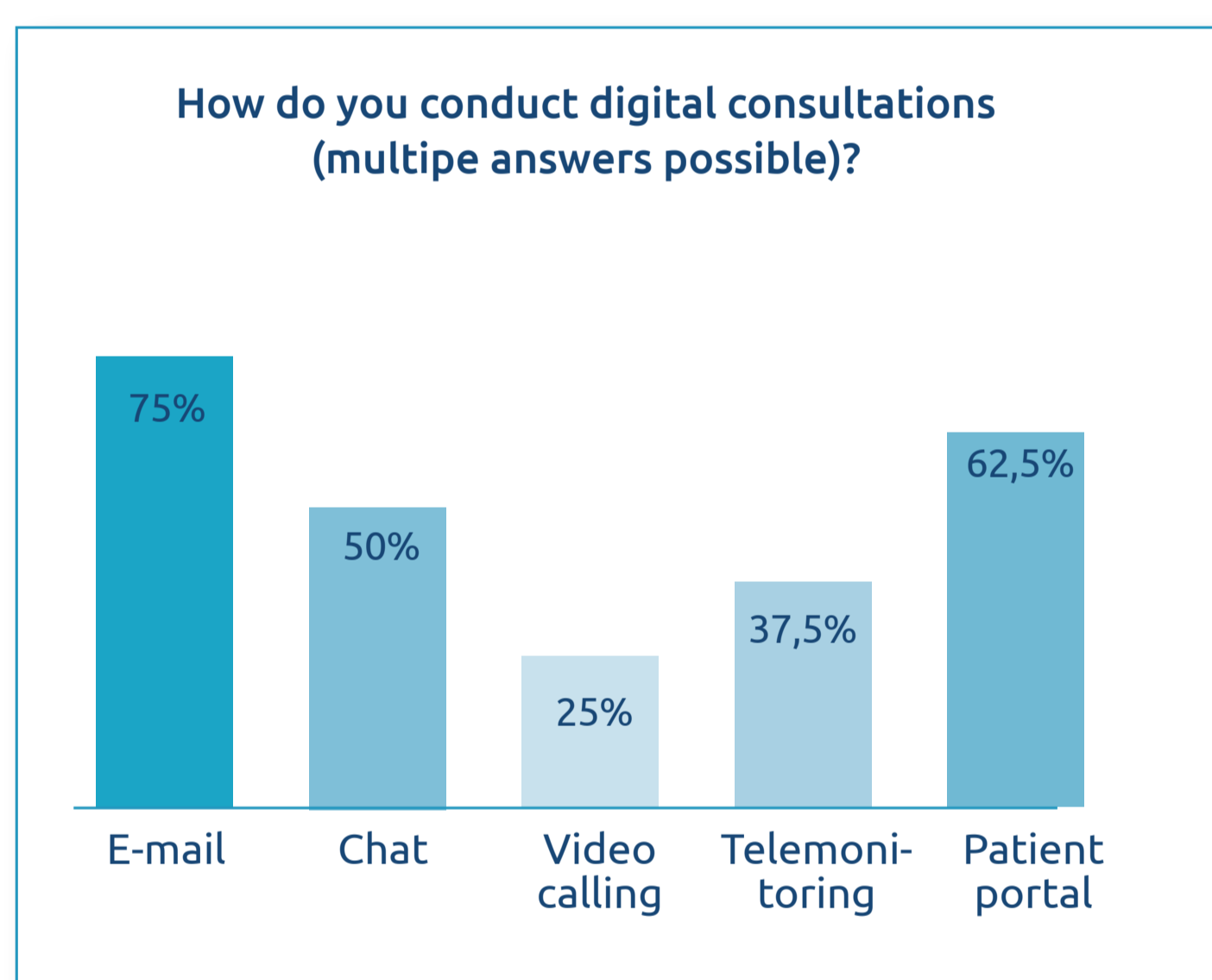


Scan the QR code and participate!

Join us in the discussion and share your experiences about digital support in pharmacist-patient consultations.

CONCLUSION

Evidence is lacking regarding the impact of digitisation in pharmacist-patient interaction. To this end, more research is needed. The first recent poll of Dutch community pharmacists shows that they do several types of consultations digitally, with patients and pharmacists responding positively, and it can also save time for both the pharmacist and the patient. KNMP is interested in the experiences of international community pharmacists. Further follow-up is needed to gain a clearer picture of this and to translate it into impact of digital support and outcomes of care.



Pharmacotherapeutic Consultations and medication evaluations (+: degree of complexity)

Self-care demand (OTC, pharmacy and drugstore only)
Occasional care demand (prescription only)

