Health Impact of Pharmacotherapeutic Drug Information Consultations (PDIC) in Community Pharmacy

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Background When patients and users come to the pharmacy, as well as the dispensing of drugs, the community pharmacist (perceived by the user as a sanitary agent), carries out work of advice and consultation on issues related to health and medicines. Pharmacotherapeutic drug information consultations (PDIC) are those in which the patient or user only requests information about pharmacotherapy, on any of its aspects, excepting consultations on minor ailments.

Purpose To evaluate in the Community Pharmacy the impact of the attention and resolution of the PDIC on the health of the patients that demand them, measured in terms of Drug Related Problems (DRP) and Negative Outcomes associated with Medication (NOM) avoided and / or resolved by the interventions derived from this activity.

Method Analytical and prospective study of pharmacy practice in a community pharmacy of Valencia where the PDIC that patients and users demanded for six months of 2014 were registered. The PDIC data were recorded in a Case Report Form (CRF) and subsequently analyzed with Microsoft Access® and Excel®. The variables used described qualitatively and quantitatively the PDIC and were grouped in: the applicant information, consultation information and information from the impact of the consultation.

Findings During the study 428 PDIC were recorded. PDIC can be classified as preventive and verifying. Preventive PDIC represent 55% of the total. The difference between both types is based on the objective of the consultation on pharmacotherapy. The purpose of Preventive PDIC is to prevent a possible risk situation in the process of using the medication, while the purpose of verifying PDIC is to confirm a certain information about pharmacotherapy or request the endorsement of decisions in the medication-use process. 67% of PDIC identify NOM and / or DRP that can be resolved and avoided, respectively, with success rates of 64% and 94%. The majority of NOM are related to safety and the most frequent DRP are those related to erroneous drug administration.

Conclusion The attention and resolution of PDIC is a clinical activity that provides a positive impact on the health of patients to whom it is addressed due to its informative nature as well as its capacity to prevent, identify and resolve DRP and NOM that occur during the medication-use process. In order for this activity to become a differentiated and sustainable health care professional service, it is necessary to register it, standardize the classifications used, register it, and pay it back.