

Dr Arijana Meštrović, Mpharm, Croatia

Personal pharmacist – medical review in pharmaceutical care process

Lecture

Abstract:

To improve patient adherence and therapy outcomes a new customer service – Personal pharmacist - was implemented in Croatia, in 2009. The service aims to provide personal guidance and support to patients with drug related problems. Taking medication history and structured interview with a patient can indicate an individual pharmaceutical care plan. This plan, written on Perceptum, as a new way of communication, can provide pharmacist's view of patients' condition to other healthcare professionals.

Forms for the collection and processing of relevant patient data were created and designed to be easy to complete and ensure comparability of data. A protocol was created, including a template for the review of medications and correspondence with physicians and instructions for a structured interview with patients.

The researchers' evaluated 86 portfolios in 55 FARMACIA community pharmacies after 12 - month period of using this new service. Using Perceptum in collaborative practice has been well accepted by patients and pharmacists, and patient therapy outcome was significantly improved. 332 adverse reactions, 510 medication errors, 455 prevented drugs related problems were documented.

Patients must get the best possible outcome from the use of their medicines. Pharmacists contribute to health promotion and drug related problems prevention including medical review in pharmaceutical care process.