



PHARMACEUTICAL CARE NETWORK EUROPE

Working Conference 2013 – Abstract

Collaborative pharmaceutical care in research and practice

Title/Name	:Mr. João Gregório	Phone	: +351 213 652 600
Institute	Instituto de Higiene e Medicina Tropical, Universidade Nova de Lisboa	Fax	: +351 213 632 105
Street	: Rua da Junqueira, nº 100	Skype	: j.gregorium
Postal code + City	: 1349-008 Lisboa		
Country	: Portugal	Email address	: jgregorio@ihmt.unl.pt

The above mentioned participant in the PCNE WC 2013 wishes to submit following abstract for a poster or oral communication. If accepted and presented, the abstract will be published in the International Journal of Clinical Pharmacy. Please make sure the abstract is no longer than 350 words, excl. author-details.

Title Challenges of Information Technologies Adoption to enable Community Pharmacies eHealth services
Author(s) João Gregório, Afonso Cavaco, Miguel Mira da Silva, Christian Lovis, Luís Velez Lapão
Type of abstract <input checked="" type="checkbox"/> Research <input type="checkbox"/> Practice development <input type="checkbox"/> Practice implementation
Project/study aims The research's objective is to describe the utilization of IT for eHealth pharmaceutical services provision in Portuguese community pharmacies.
Method A mixed methods approach using an online survey followed by an exploratory observational time and motion study. The survey was based on two validated surveys. An email with a link to the survey was sent to 323 pharmacies. The observational study took place in 4 pharmacies during weekdays.
Result(s) Survey's response rate was 4.7%: 23% of pharmacies have an internet site and 38% are present in social networks. All pharmacies claim to check their email daily, although only 15% use it to answer patients' queries. In the observational study, 108 hours and 894 tasks were recorded. Pharmacists spent 50% of their time interacting with patients, 38% in administrative tasks and 12% in idle time. The survey results and idle time suggest there's potential to develop eHealth services. The presence in web-based social networks and use of email to communicate with patients indicates that pharmacies are starting to move to a web-based approach to provide information and services.

+++ NB: PhD students still pay the early bird fee for their abstract if their abstract is accepted ++++