



## PHARMACEUTICAL CARE NETWORK EUROPE

### Working Conference 2013 – Abstract

Collaborative pharmaceutical care in research and practice

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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	netCare – a new telemedicine service in Swiss pharmacies		
Author(s)	Pina Erni/ Martine Ruggli		
Type of abstract	<input type="checkbox"/> Research <input type="checkbox"/> Practice development <input checked="" type="checkbox"/> Practice implementation		
Aim of project/study	Implement netCare, a new service in the pharmacies: netCare allows patients to get a first structured triage based on decision trees and if needed a videoconsultation with a physician for the most common diseases. A study will be done in order to prove the efficiency, safety, efficacy of the service		
Method	<p>The project started in April 2012. In 200 Swiss pharmacies, the pharmacist has the possibility to triage the patient following one of the decision trees, which were elaborated by pharmacists and doctors.. The results of that triage can be:</p> <p>The patient</p> <ol style="list-style-type: none"> <li>can be treated by the pharmacist (with OTC drugs)</li> <li>must be sent to a practitioner or even ER</li> <li>can ask the telemedicine doctor's help being connected by video from the pharmacy. If needed the physician will directly send a prescription to the pharmacy</li> </ol> <p>A follow-up will be done after 3 days to evaluate if the treatment is efficient. The patient is also asked to come back to the pharmacy if he feels worse or if there are concerns about the treatment/medication.</p> <p>the pharmacists are giving feed-backs of each netCare service with a standardised questionnaire for study purpose</p> <p>The pharmacists had to follow a specific education to work in the project</p>		

Result(s)

This sort of collaborative practice between pharmacists and doctors brings a solution to a patient within 30 minutes and is - as the first results show – appreciated by the patients.

Approximately 1300 completed questionnaires, 400 videoconsultations. All developed algorithms were used, especially cystitis, conjunctivitis, pharyngitis.

Netcare is taken into account especially by patients between 18 and 65, who are also willing to pay for the service.

The service is highly appreciated on Saturdays and mornings

netCare is a perfect addition to today's primary care for the following reasons:

- High availability – no appointment required
- Better use of the existing pharmacy infrastructure
- netCare allows quick and secure access to a competent first and structured triage
- netCare can optimize the primary health care costs due to the pharmacist's triage preventing unnecessary ER visits.
- netCare can improve primary care in rural areas where shortage of family physicians is most visible.

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