

The Correlation between Proactive Information Delivering and Patients' Compliance & Comprehension

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INTRODUCTION

Taiwan's dispensing workload has skyrocketed since two decades ago because of the establishment of worldwide well known public health insurance. Confronted with insufficient time, in most cases pharmacists can't provide proactive drug information delivering.

SETTING

Drug Information; Patient Counseling; Compliance

AIM

To evaluate the difference regarding patients' compliance and comprehension between proactive and reactive drug information delivering from a pharmacist.

METHOD & RESULTS

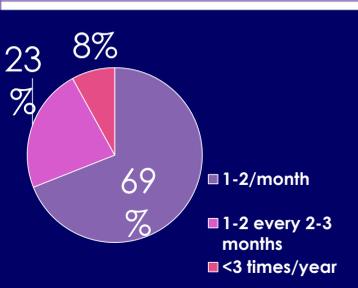
100 validated questionnaires designed as shown below were distributed to outpatients of all ages in a district hospital in Taiwan.

Questionnaire

Q1. Have you been to other healthcare facilities?

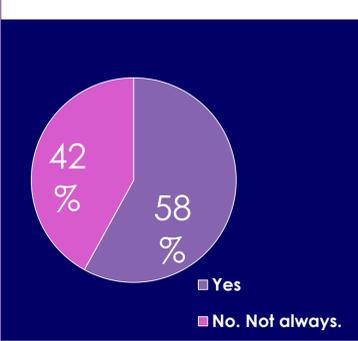
Due to the need of written confirmation to ensure the piece of questionnaire is effective, the answer must be a reassuring "Yes", thus 100% yes is shown accordingly.

Q2. How often do you visit a healthcare facility in average?



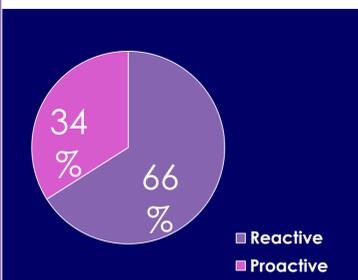
Aim: to assess the frequency of the patient's encounter with pharmacists.

Q3. Are you always certain how to take your medications each time?



Aim: to evaluate how often patients understand thoroughly about the drug information given either proactively or reactively offered by pharmacists.

Q4. Do you oftentimes experience proactive or reactive patient counseling?



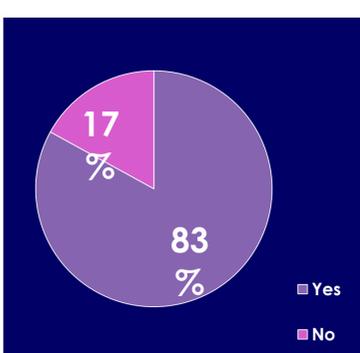
Aim: to analyze through what means patients fetch drug information normally.

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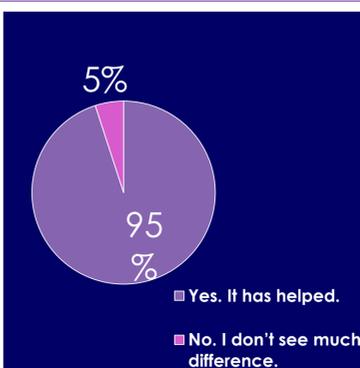
(Questionnaire continued)

Q5. Have you ever not finished the meds prescribed as a consequence of lack of understanding in how to take them?



Nowadays patients grow more conscientious about their meds, which renders a double-edged sword scenario. The result is a piece of overwhelmingly distressing news and actions must be taken to protect patients from preventable ailments.

Q6. Do you think proactive drug information delivering helps you with 1)comprehension of taking medications properly and 2)with better compliance?



Long-term users and patients who are capable of comprehending the information printed on medication bags themselves inclined to check "No".

Q7. Please describe how proactive drug information delivering helps you in regard to comprehension and compliance.

(a few examples)

- 1) I have taken **Doxycycline** for a week. Not knowing it's photosensitive, I did not wear sunblock this past week. I've also wrongly taken it along with **antacids**. I thought finishing this antibiotic is all I needed to know.
- 2) I shouldn't have taken **herbs** and **hormones** and **Ergonovine** concomitantly.
- 3) Not knowing it's an antifungal agent, I discontinue **Clotrimazole** vaginal suppository as I wish.
- 4) I was reminded of taking **Tamoxifen** within the first half period of scheduled time should I forget.

CONCLUSIONS

As the results present that **up to 95% of patients prefer proactive drug information delivering** to assist them in compliance and comprehension. Nevertheless, more database is required to further study the correlation on a larger scale, as well as to ensure that patients adhere to their medication and are more comprehensive of how to properly take their medicine in other facilities.

What appears so common to pharmacists might blow patients out of the water. Despite the onerous chores of dispensing and low manpower, it is encouraged that pharmacists around the world to deliver more drug information proactively. I believe **the color of love and the human heart will shine through everlastingly more vivid if we, pharmacists, offer a couple more words.**