**BACKGROUND and IMPORTANCE**

Pharmacists are responsible for outpatient drug distribution. The aim is, not just to provide the medication, but also to: prevent, acknowledge and solve the medication-related problems (MRP). The value of Pharmaceutical Interventions (PIs) is reflected in adherence, healthcare education and promotion of patients' quality of life.

**AIM and OBJECTIVES**

Assessment and characterization of PIs performed in outpatients, their caregivers and others healthcare professionals.

**MATERIAL and METHODS**

Retrospective longitudinal study. All patients treated in the outpatient pharmacy between November 2018 and August 2019 were included. The PIs were recorded and classified according to: type, reason, time and outcome of the intervention.

**RESULTS**

During the study period, 663 PIs (n = 38057 patients) were recorded. The specialties with the largest number of interventions were:
- 41.9% - Infectious diseases
- 26.5% - Oncology
- 14.6% - Gastroenterology

The most relevant reasons for PIs were new patient/new drug (44.5%), poor adherence (21.5%), incorrect intake/insufficient therapy knowledge (4.9%), wrong drug prescribed (4.1%) and suspected Adverse Drug Reaction (1.1%).

The acceptance rate of pharmaceutical recommendations was 92.9%.

**CONCLUSION and RELEVANCE**

Pharmacists are essential when in providing therapies, not only for providing information and therapeutic teaching, but also to actively detect MRP. Due to the high number of daily consultations performed (about 200 patients/day) and lack of human resources, PIs underreported are considered.

Communication between different health professionals seems to be essential in the resolution of MRP contributing to safety improvements and therapy optimizations.

PIs have a high acceptance rate which reveals the importance and recognition of the pharmacist's role.

**REFERENCES**


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