

4CPS-210 PHARMACISTS' COMMUNICATION WITH FOREIGN LANGUAGE SPEAKING PATIENTS IN A FOREIGNER SETTLEMENT AREA, JAPAN

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(1) Background and importance:

Recently, the number of foreign residents has significantly increased in Japan. However, few studies have been reported how such patients received information in community pharmacies affiliated with hospitals/clinics.

(2) Aim and objectives:

To examine how and what the pharmacists communicate with **the foreign language speaking patients (FLSP)** at the pharmacies, in Gunma prefecture, that is one of the most foreigner living.

(3) Materials and methods:

A self-administered questionnaire survey

Subjects: The pharmacy members of Gunma Pharmaceutical Association

Study period: January and February 2018

The contents of the questionnaire were composed 2 parts:

A) Pharmacy system ...Subjects: The manager pharmacists

B) Pharmacists' experience and skills. ...Subjects: The employee pharmacists

The answers were compared between **the foreigner settlement area*** and the other area.

*The area where the rate of the foreign residents is above the average of the prefecture.

(4) Results:

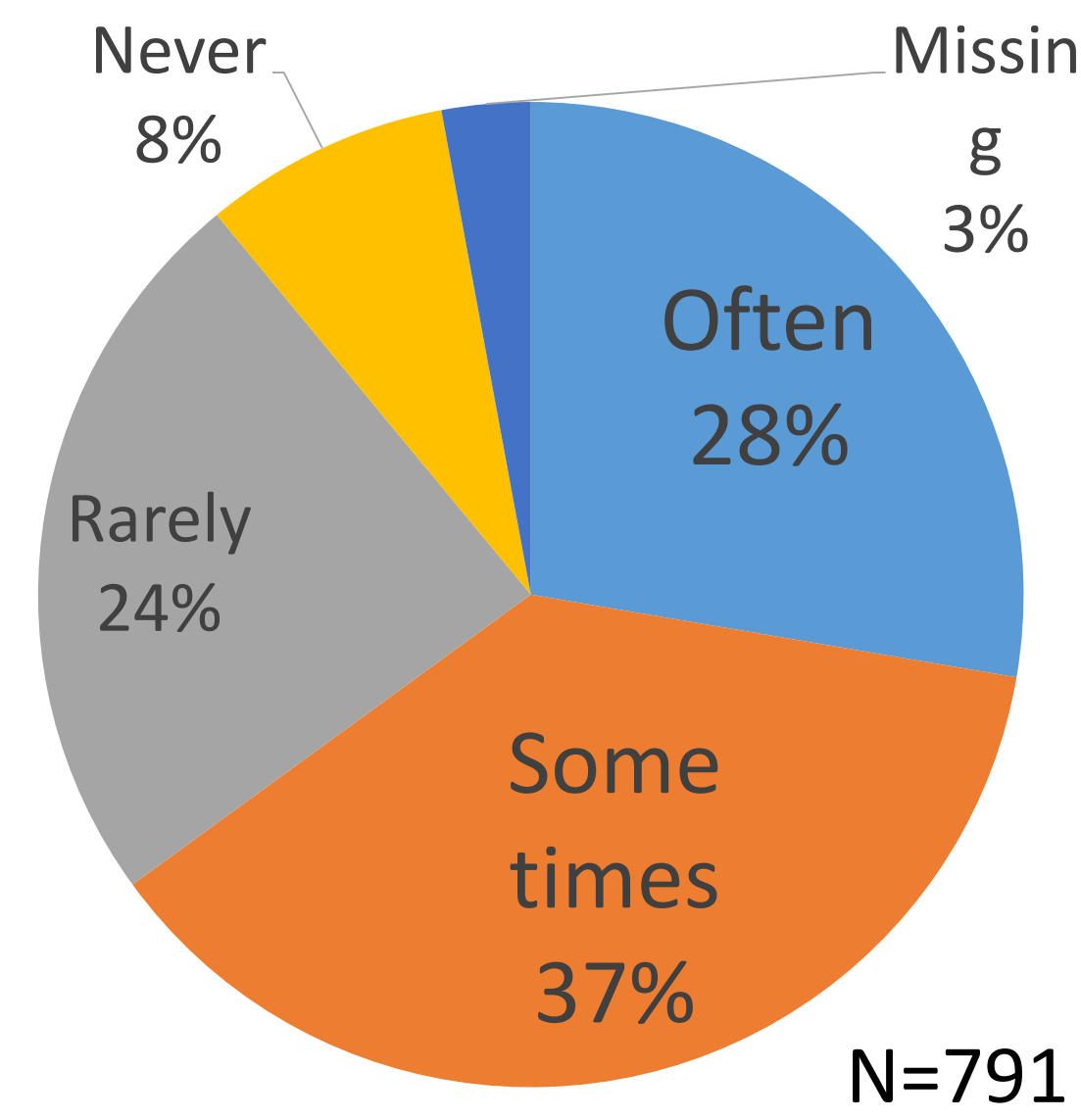
The respondent rate: 48.1%

(372 / 773 pharmacies)

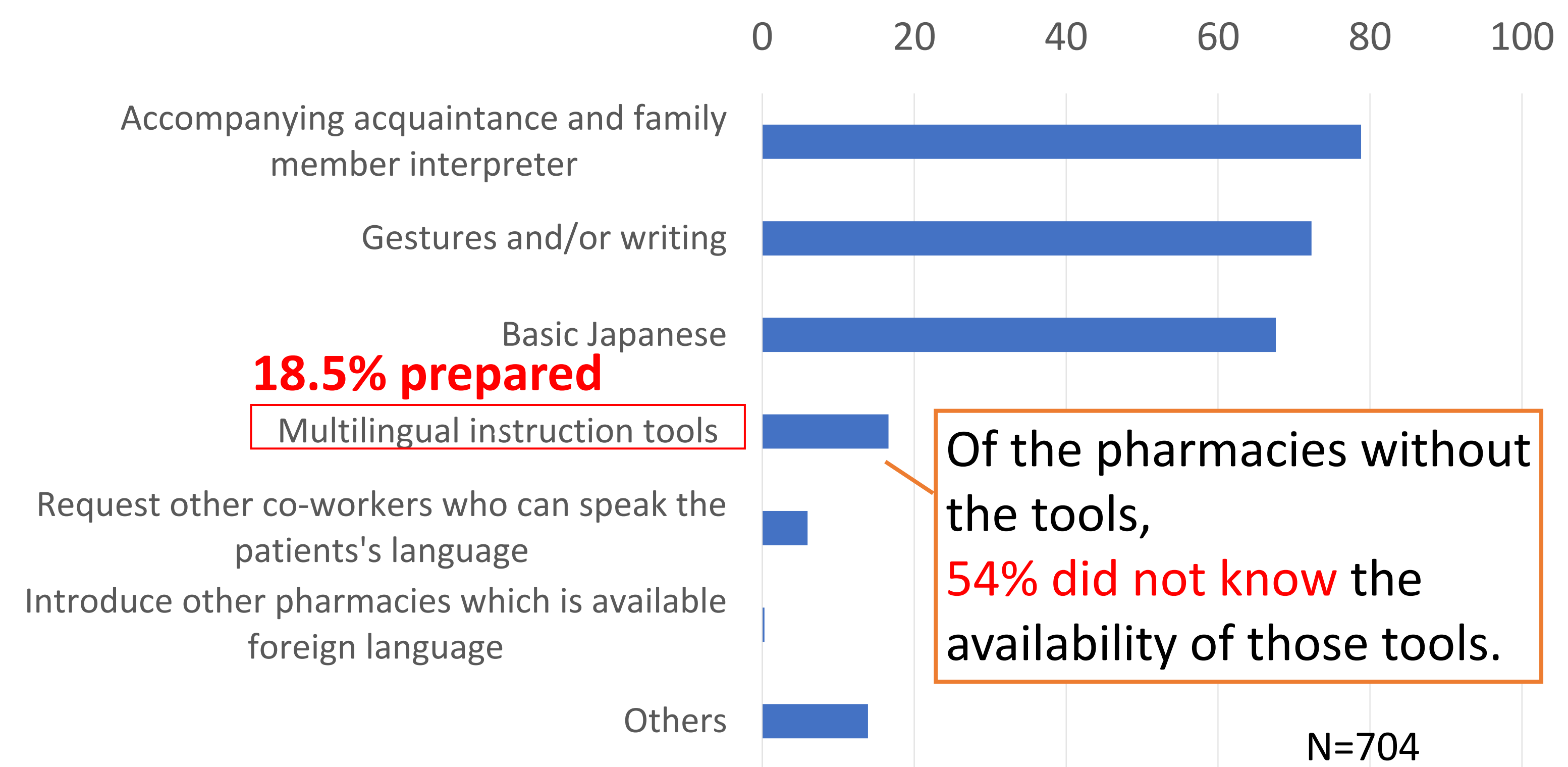
The participants: 844 pharmacists

The experience of treating FLSP (n(%))		
Yes	333	(89.5)
The 1-5st spoken languages (n(%))		
English	261	78.4%
Chinese	182	54.7%
Portuguese	115	34.5%
Korean	66	19.8%
Vietnamese	57	17.1%

65 % of the pharmacists often /sometimes felt troubles with language



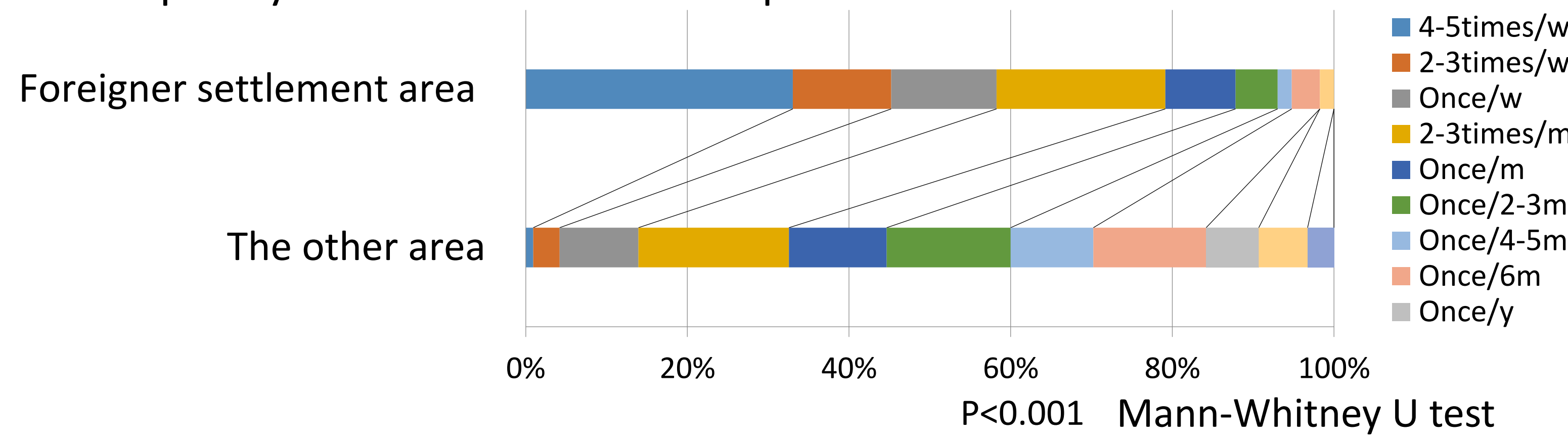
Means of communication when the pharmacists feel trouble with language



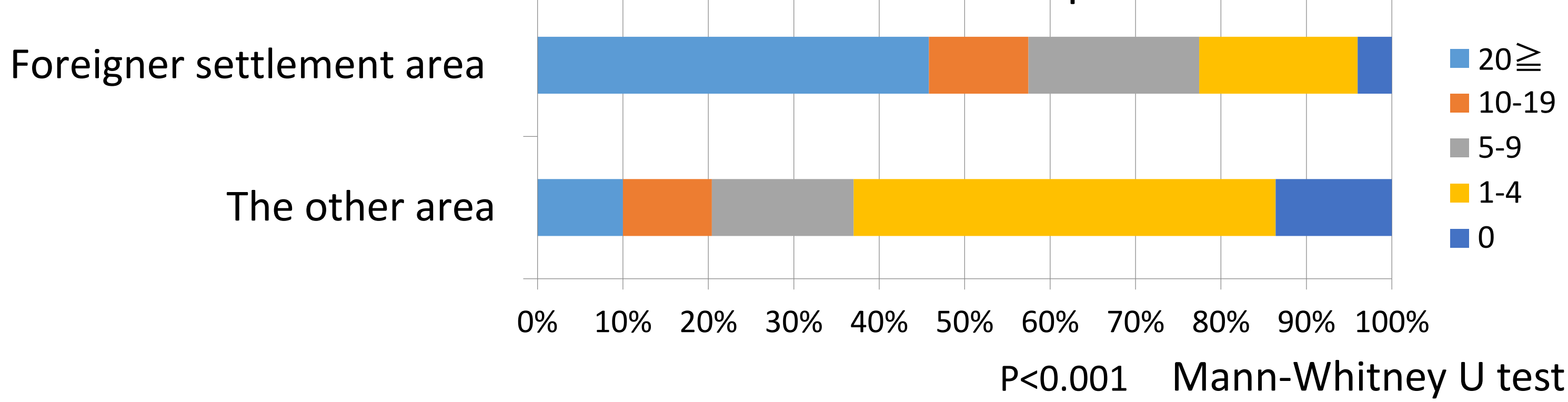
The foreigner settlement area* VS the other area

1. FLSP visits and the cases of the medication instructions are more often in foreigner settlement area

The frequency of the FLSP visits in the pharmacies

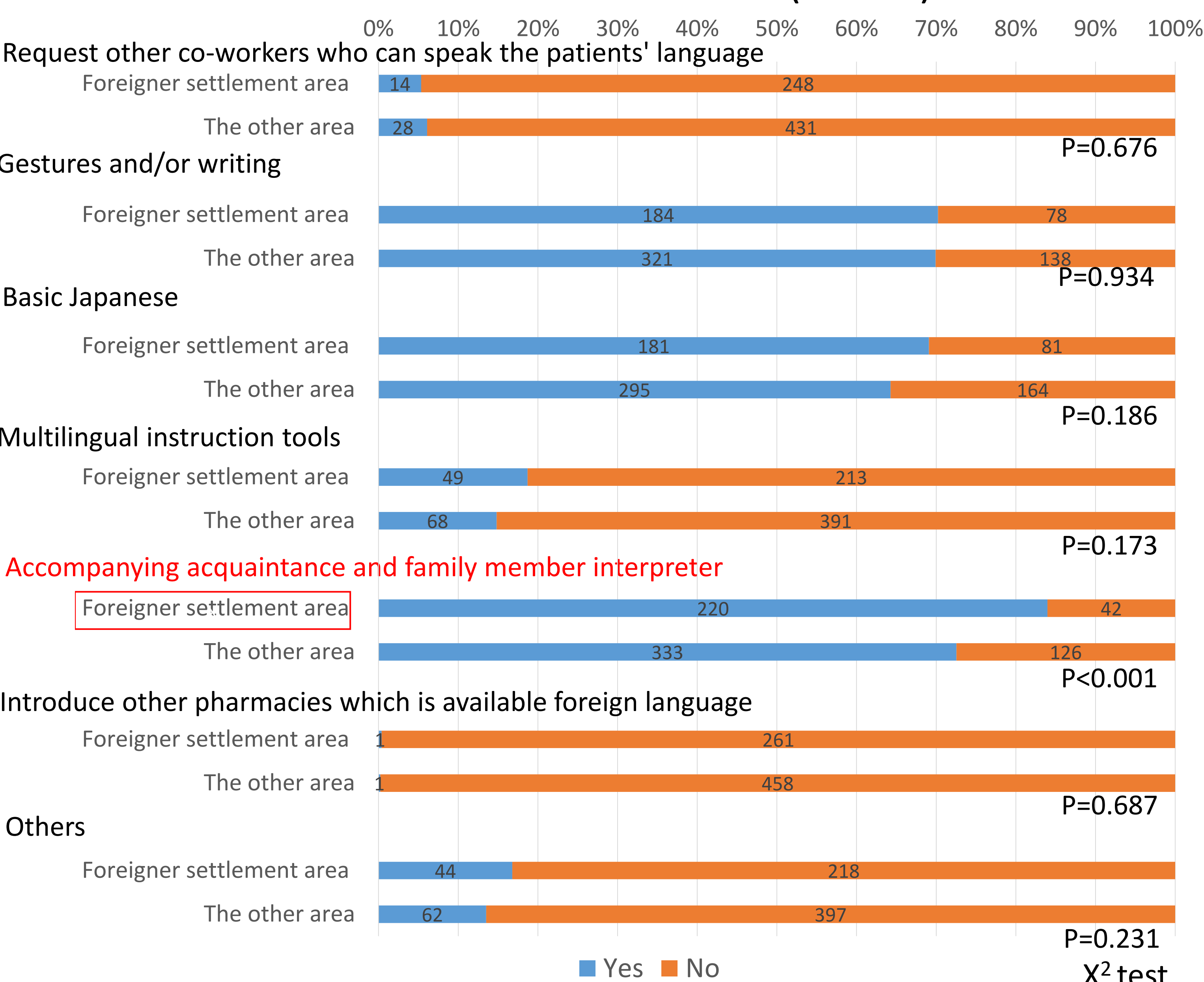


Total cases of the medication instructions with FLSP per Pharmacist

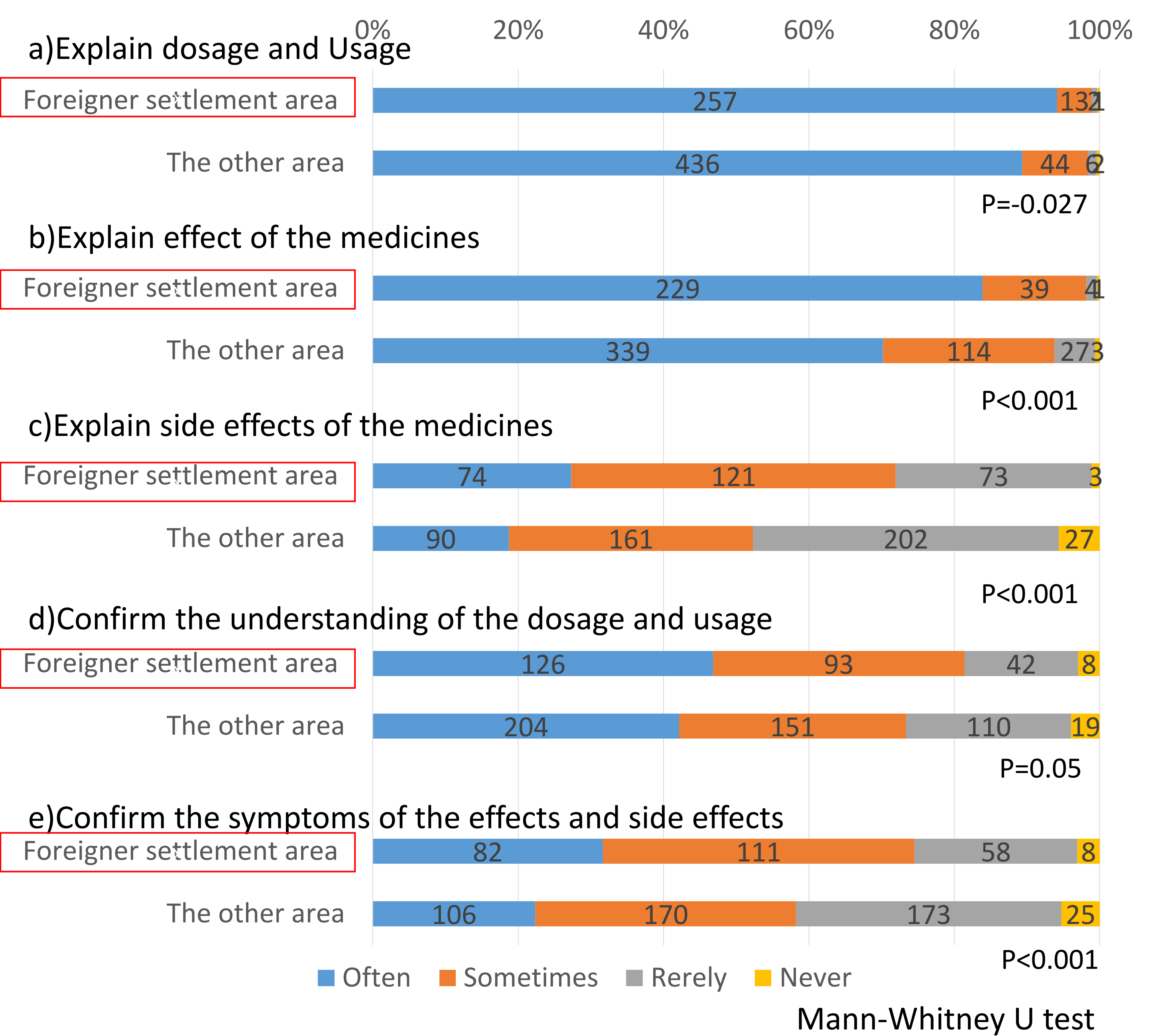


3. Accompanying acquaintance and family member interpreter was significantly used in foreigner settlement area

The means of communications with FLSP (n=721)



2. The contents of the medication instructions for FLSP were more explained in foreigner settlement area



(5) Conclusion and relevance:

◆ In foreign settlement area, the pharmacists have more experiences of treating the FLSP the contents of the medication instructions are more than in the other area.

◆ No matter where the pharmacies are, it is recommended to introduce the multilingual instruction tools for FLSP.

(6) References and/or Acknowledgement

We thank all members of Gunma Pharmaceutical Association for their help in conducting the survey.

