ASSESSMENT OF AN EXPERIMENTAL CALL CENTER DEDICATED TO DRUG INFORMATION FOR OUTPATIENTS

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Background and purpose:

A national innovative experimentation of a phone Drug Information Service, called MiS, has been implemented since April 2016 to improve diffusion of information about drugs and health products. MiS consists in 4 networked Drug Information Centers (DIC) which brings free, reliable and objective information to healthcare providers and patients. All phone queries are processed by experimented and trained pharmacists.

The aim of the study is to assess perceived clinical impact of pharmacists’ interventions and users’ satisfaction of the unique MiS DIC dedicated to outpatients.

Materials and methods:

Three surveys were conducted from the analysis of the 200 first phone queries:
- an extraction from MiS questions/responses database in order to highlight the main themes;
- a peer review of each intervention to bring out perceived clinical and/or economic impacts, using Hatoum scale1,2;
- a satisfaction survey conducted by phone interview with patients.

Results:

Main themes of phone queries

Impact of MiS

Evaluation of MiS perceived impact (from Hatoum’s scale1,2)

Satisfaction

Relevance and usefulness of delivered information according to patients

Conclusion

Despite a self-assessment bias, our results highlight that most MiS interventions have a perceived clinical impact particularly to improve patient compliance and proper use of drug, guaranteeing drug effectiveness. Associated with high level of user satisfaction, MiS represents a real need for outpatients who search reliable drug information and that accessibility of this service must be sustained and expanded.