PHARMACEUTICAL CARE PROGRAMME IN FERTILITY TREATMENTS: ANALYSIS OF PATIENT SATISFACTION LEVELS

M. Domínguez Cantero1, F. Suarez Carrascosa1, M.J. Huertas Fernández1, I. Romero Hernández1, C. Gallego Muñoz1, F. García Martín1, G. Blanco Sánchez1, M. Domínguez López1, A. Salguero Olid1, M.V. Manzano Martín1.
1Hospital Universitario Puerta del Mar, Hospital Pharmacy, Cádiz, Spain.

CONCLUSION

According to the results of our survey and the high level of user satisfaction, we can conclude that pharmaceutical care programs in fertility treatments are an important strategy for achieving optimal treatment compliance by the patient.

OBJETIVES

Analyse the patients level of satisfaction with a pharmaceutical care program for fertility treatments

MATERIAL Y METODOS

Transversal study of seven-month (September 2014-March 2015).
The program consists of:

INITIAL INTERVIEW

FOLLOW-UP INTERVIEWS

FINAL INTERVIEW

RESULTADOS

• 54 users completed the survey.
• 77.8% of respondents were aged over 30 years.
• 100% of patients who completed the survey felt very satisfied with the information received from the pharmacist.
• The information received by the pharmacist was the most important factor for 63% of the respondents.
• The overall rating average of the helpfulness/care received was 9.09 points.

CONCLUSION

According to the results of our survey and the high level of user satisfaction, we can conclude that pharmaceutical care programs in fertility treatments are an important strategy for achieving optimal treatment compliance by the patient.