



Sauer S., Backhaus J., Ober M., Hoppe-Tichy T.; stefanie.sauer@med.uni-heidelberg.de
Hospital Pharmacy, Heidelberg University Hospital, Im Neuenheimer Feld 670, 69120 Heidelberg

What was done?

The aim was to improve continuity of care by providing information about the medication with the responsible pharmacy before the patient was discharged. Allowing missing raw materials to be procured and clarify any uncertainty about the prescription.

Why was it done?

Patients of the Children's Hospital at the Heidelberg University Hospital are regularly supplied with extemporaneous medicines from the hospital pharmacy. This often leads to issues in continuity of care in the outpatient setting as patients are required to access ongoing treatment through local pharmacies, those of which must develop a compounding process and procure the necessary raw materials. Therefore it is not uncommon for interruptions in patients' therapy to occur.

How was it done?

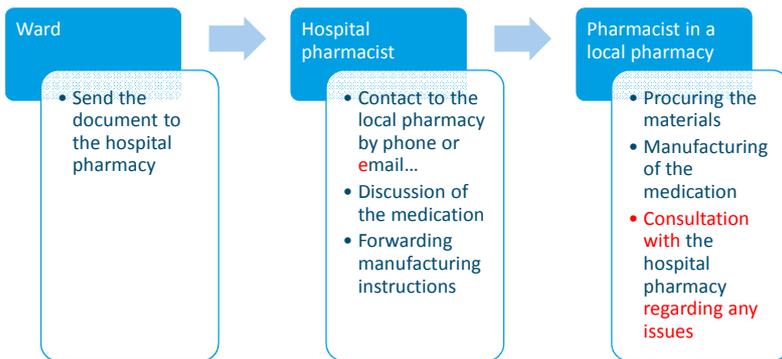
We designed a document that is available on the hospital Intranet. While the child is still on the ward the staff should note:

- 1 Name of the patient
- 2 Day of discharge and discharge medication

The parents have to indicate:

- 3 a retail pharmacy of their choice, preferably near the place of residence – and permission to pass the patients' information to the pharmacy.

The form is titled 'Apothekenbescheinigung' and contains several sections. Callout 1 points to the 'Patientenname' field. Callout 2 points to the 'Name des Apothekers' and 'Kommunikationsweg' fields. Callout 3 points to the 'Name der Apotheke' and 'Wohnort' fields.



Evolution of the process due to increased telephone calls

- Composition and further information relating to standard formulations made available on the hospital pharmacy homepage (restricted access to pharmacists)
- Business cards distributed by ward staff directing parents to the homepage

What has been achieved?

- Local Pharmacies very pleased and grateful of the service provided by the hospital pharmacy.
- Saving time in preparing patients' prescriptions.
- Resolving concerns or issues at an early stage
- Patients receiving their medicine on time.



What's next?

- Provision of the document and manufacturing instructions on the homepage is valuable aid
- Information must be kept current.
- Further information will be linked to the homepage with a goal of reducing telephone enquiries.

