The Development of a Video to Demonstrate Extemporaneous Eye Drop Preparation for use by Community Pharmacists

INTRODUCTION

The Mater Misericordiae University Hospital (MMUH) is a tertiary ophthalmology referral centre, which treats complex ophthalmic conditions. Extemporaneous eye drops are required to treat acute ophthalmic conditions when a commercial alternative is not available. When patients being treated with extemporaneously compounded eye drops are being discharged, the MMUH ophthalmology pharmacist liaises with the patients’ community pharmacies, providing aseptic preparation guidelines, individual eye drop protocols and a manufacturing pack. Additionally, the pharmacist fields calls from community pharmacists and answers questions in relation to the preparation of these drops. Anecdotally, community pharmacists can be reluctant to extemporaneously compound eye drops due to perceptions that it is a complicated process and also a fear of undertaking a procedure not routinely practiced by them.

AIMS & OBJECTIVES

• To review the information provided to community pharmacies on extemporaneous eye drops when patients are discharged.
• To develop an innovative and reliable, easily accessible information resource to aid non-MMUH staff in the preparation of extemporaneous eye drops to ensure continuity of supply for the patient.

METHODS

Preparatory phase
• A survey was undertaken of community pharmacies (n=13) that were contacted to prepare extemporaneous eye drops over a 6 week period to solicit opinions and attitudes to the information provided by the MMUH in the form of protocols.
• A Pharmacist and a Pharmacy Technician reviewed the process of preparing extemporaneous eye drops in a systematic approach.
• The extemporaneous eye drop protocols were updated.

Development of Video
• A draft video was prepared using smart phone technology in the dispensary setting. The video was edited by the Pharmacist and Pharmacy Technician using AVS4U® Software.
• It was decided that descriptive text would be used in lieu of a voiceover as access to speakers may pose a barrier to the use of the video and to negate misinterpretation of accents.
• A story board was prepared using the draft video and appropriate descriptive text included (figure 1).
• The Biomedical Imaging & Media Services Department in MMUH visited the Pharmacy Department to shoot the official video.
• The video was reviewed and edited post-production and on consultation with Pharmacy Department management.
• The Pharmacy Department liaised with the hospital legal representatives to establish a disclaimer.
• The video was uploaded to YouTube®.

RESULTS

• All 13 community pharmacies surveyed felt that a video demonstrating extemporaneous preparation of eye drops would be a useful reference tool, in addition to the written eye drop protocols and manufacturing packs provided.
• The video was developed for dissemination to community pharmacists and other interested stakeholders.
• A YouTube® link exists of the video and can be accessed internationally. https://m.youtube.com/watch?v=iAWldnFExk&feature=youtu

CONCLUSION

• An innovative and readily accessible video was developed to assist community pharmacists in providing essential treatments for serious ophthalmic conditions. The video was developed to complement the existing written material and manufacturing packs provided to these healthcare professionals.
• This video model is being rolled out in the MMUH Pharmacy Department to complement other services provided in relation to training and education.

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