

Calls from the citizen's caregivers - A timewaster?



Research question

The pharmacy receives many calls from the citizen's caregivers every day, but what are the calls about?

- How many calls do we have in pharmacies?
- How much time do we spend on calls?
- And what are the calls about?

Result

The results of our registration show that in 14 days, the pharmacies receive 591 calls from the caregivers. The time spent on the calls is 29 hours. In one year, this equates to 15,366 calls which is equivalent to 87 working days.

The registrations made throughout the week 5-6 in 2020 are divided into the following categories:

- **Prescription questions** 267 calls (38% of all calls) which is 658 minutes
- **Ordering medicines and over the counter medicines** is 142 calls (24% of all calls) which takes up 382 minutes
- **Professional advice on medicine** is 68 calls (19% of all calls) which takes up 324 minutes
- **Adverse events and errors** is 7 calls (2% of all calls) which takes up 40 minutes
- **Various calls** are 107 (19% of all calls) which takes up 320 minutes

Method

Using the qualitative method with a registration in week 5-6 in 2020. It is measured in four units. The registration is divided in 5 different categories and includes time consumption.

Conclusion

The conclusion is that the caregivers do not use the technology available to them and therefore their calls take away time from the pharmacy staff. There are IT systems that can be used to see if the **prescription has arrived** at the pharmacy and it is also possible for the caregivers to **write directly to the pharmacy** through the IT systems. The 140 hours spent talking on the phone providing professional advice on medicine and patient safety can be used to educate the caregivers in regards to **increasing patient safety**.