

# Patient care cards

– a valuable tool for the retrieval of medications from community pharmacies

## Background

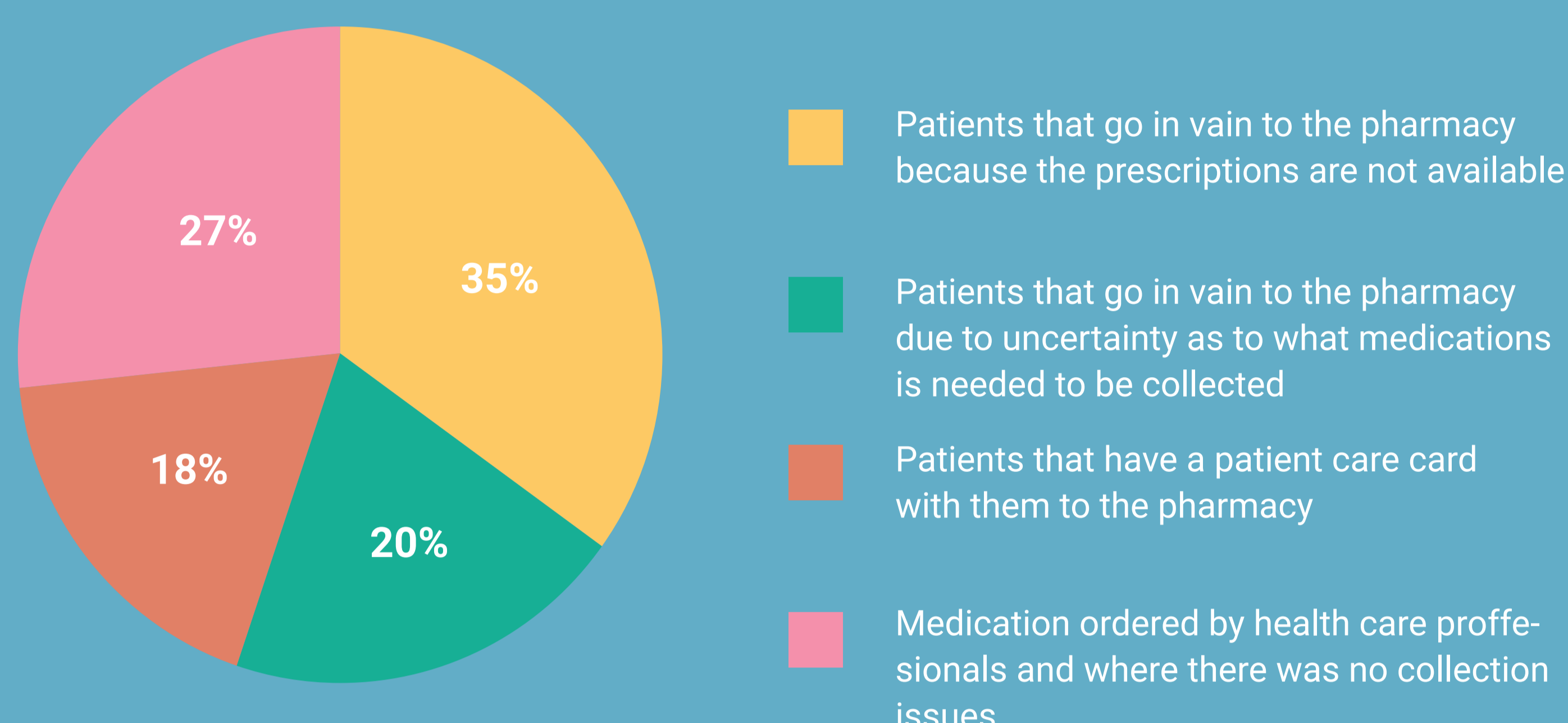
Many patients have medications dispensed in their homes by health care professionals.

It is a common occurrence that when attempting to collect medications from the community pharmacy, that the patients leave without, due to uncertainty as to what medications need to be collected or prescriptions not being available. We wanted to examine these issues and try to find a solution to benefit all parties, but especially the patients.

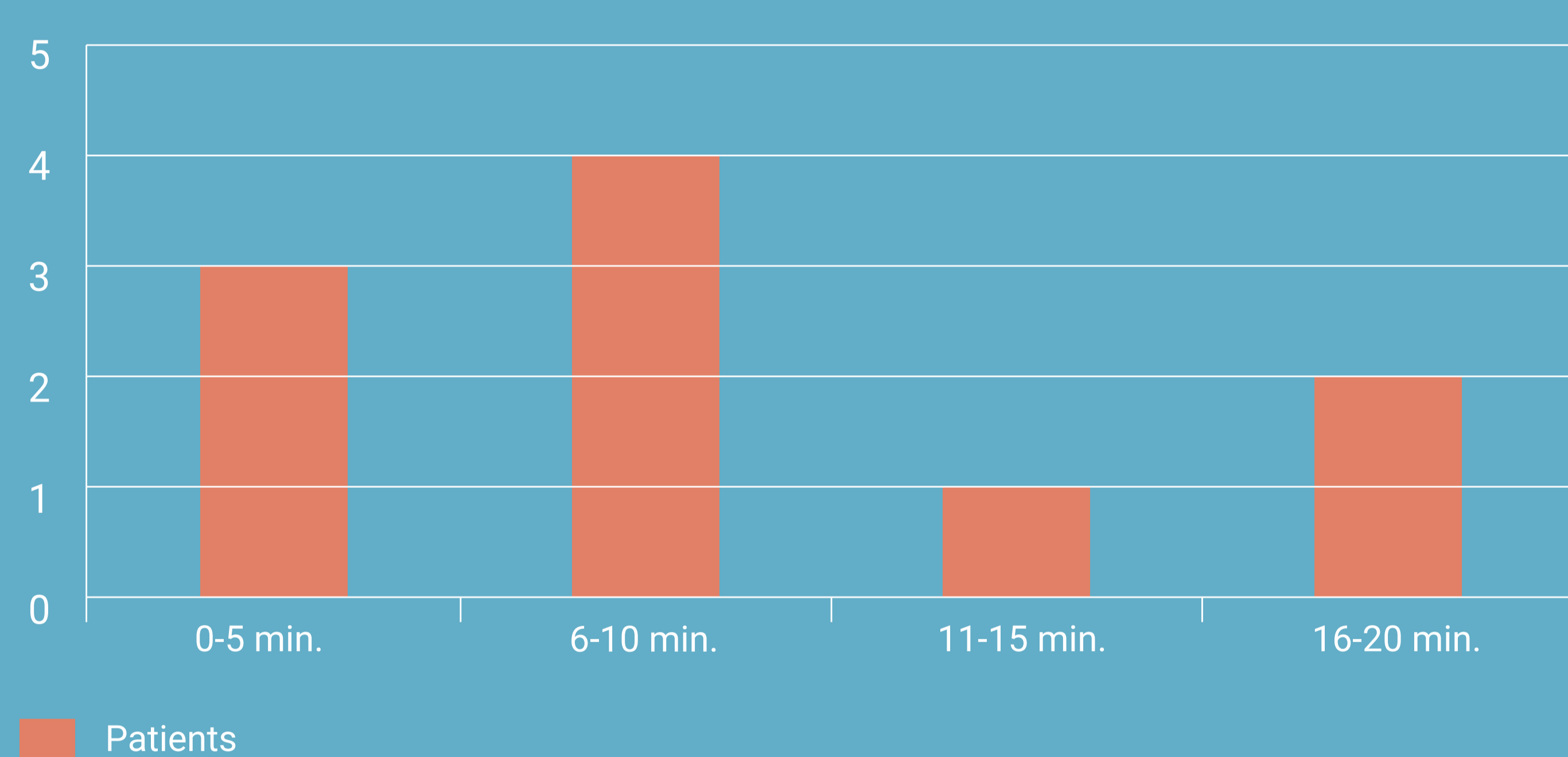
## Results

### Data collection at Fredericia Løve Pharmacy

1st - 14th of April and 23rd of April - 5th of May



Through data collection at our pharmacy, we discovered that this was the case for over 50% of the patients that went to collect their medications at the pharmacy.



We also wanted to investigate the time wasted by the pharmacy in solving the mentioned issues. The data collection showed that the average time span used to solve an issue was 9,8 minutes. Moreover we would like to point out that the patients themselves wasted much more of their own time.

At a meeting with management of the health care sector in Fredericia, we presented our project, and they were very keen to cooperate. We also interviewed a health care professional and a medical secretary from general practice in order to highlight different views from our collaborators. Surprisingly the general practice did not experience the same extent of issues as the pharmacy and other health care professionals. Here we need to mention that this is only the view of one general practice in Fredericia.

## Conclusion

An existing patient care card, developed in 2017, failed to be successfully implemented due to a lack of training and poor design. And a general lack in knowledge of its existence contributed to its failure of being successfully implemented. We decided to improve this valuable tool by changing its: design, setup, colour and clarity. We then presented it to health care professionals and motivated them to use it.

## Aims

Over the next 12 months we plan to distribute the patient care cards to health care professionals, locally in Fredericia. It is our hope that later it will spread to other pharmacies, outside of Fredericia. In cooperation with the union of pharmacies in Denmark, we aspire to take the initiative to a national level.

**Patient care card**

Medications can be collected:  /  -20

Pharmacy where medications can be collected:

Medications ordered:

Next medication dispensation date is:  /  -20

Kind regards, health care professional:

Contact number:

Remember to bring your patient care card to the pharmacy, so that the correct medications are collected.