

# Online meetings for new medicine service with patients and staff meetings

Online user-friendly communication with patients who experienced the online meeting as being in the same room. We also used it for staff meetings between units and online teaching of students and staff.

Contact information  
Helle Kremmer  
Email: 346HK@apotekeren.dk

## Background

Since 2016 we have held new medicine service dialogues with patients with a new chronic disease and with patients who has difficulties with compliance. By law the dialogs must be held by a pharmacist, but there only by law must be a pharmacist in the main pharmacy. In the past we had to make an appointment with the patients to come back another day, but they rarely come back to the appointment.

The reason for this project is that we worked to improve the user-friendliness of the technical equipment in connection with other pharmacies in our organization. We found that a fixed solution with user-friendly conference camera and Skype for business was a good solution. We made a user-friendly flow-chart manual to the staff. We now use it for staff meetings and for new medicine service dialogues with patients.

When we use it for patients' dialog there is a staff member by the patient at all time, so they can help if anything goes wrong.

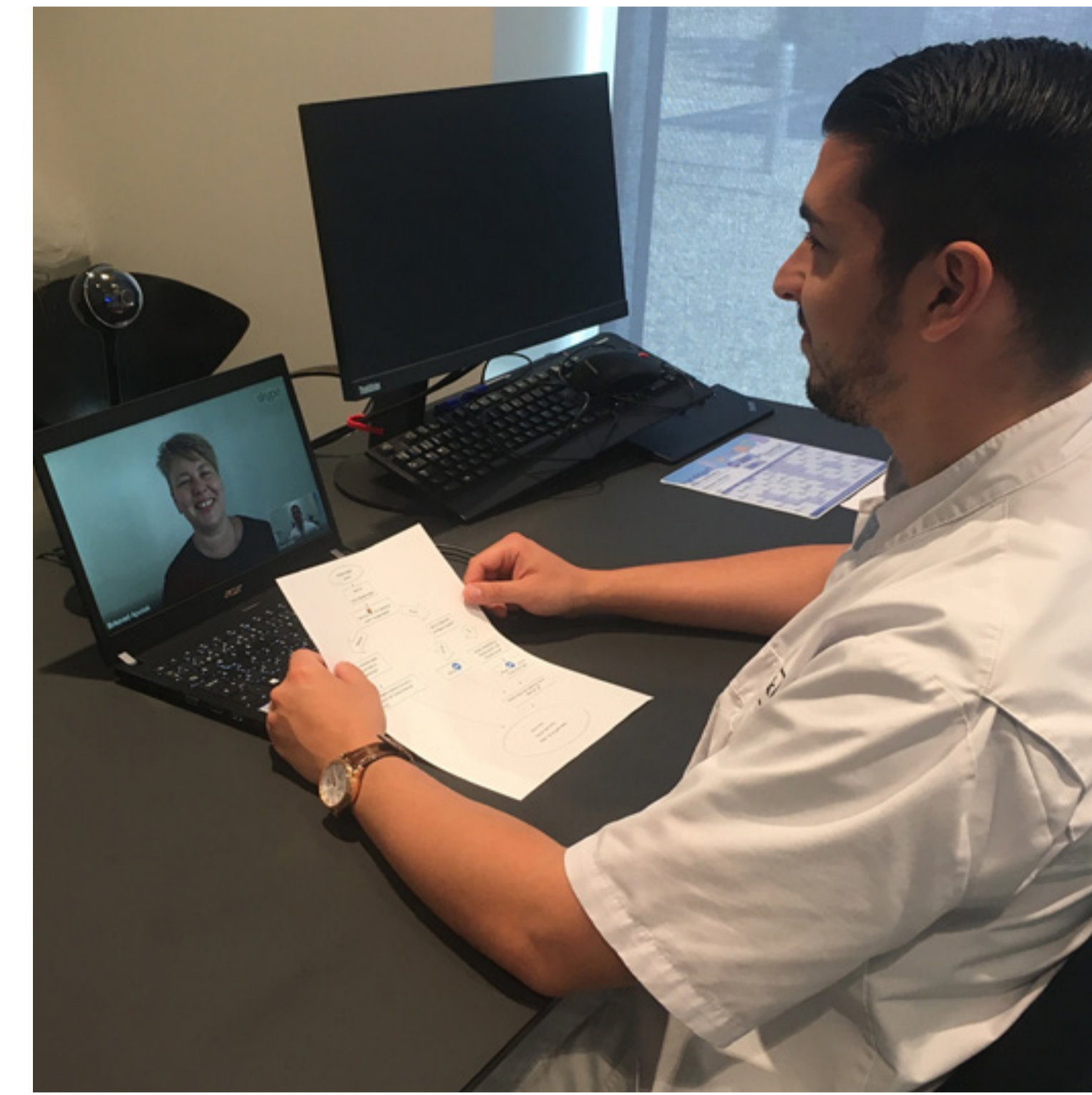
The way the development goes today, there will be more and more units for each pharmacy, so this project is very necessary.

## Aim

How is the technical experience and how user-friendly are online meetings, such as meetings in the staff group and new medicine service with patients in another pharmacy units with the use of skype for business and a conference camera?

## Methods

We have used a fixed solution with user-friendly conference camera and Skype for business. We made a user-friendly flow-chart manual to the staff.



We have used it for staff meetings since February 2019 and for new medicine service dialogues with patients since Marts 2019. When we use it for patients' dialog there is a staff member by the patient at all time, so they can help if anything goes wrong.

We have asked 16 staff members at the pharmacy how they rated the electronic experience was when using online meetings, and how user-friendly they rated it was to start up the meetings. This was done by an electronic questionnaire.

We have asked 5 patients after the online dialog what they think about the technical experience and how they find the online dialogue compared with being in the same room. This was done by interview.

## Results

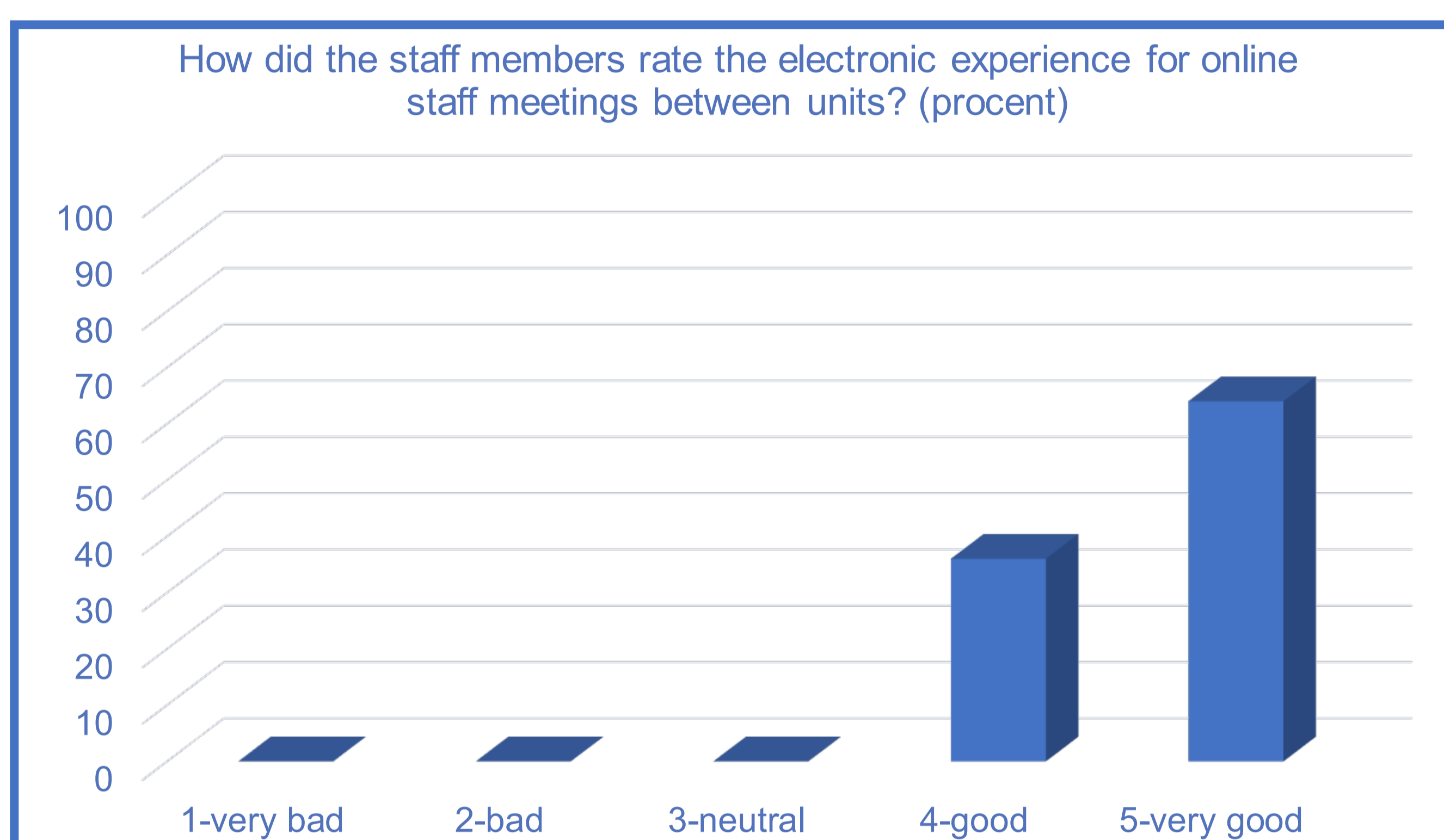


Figure 1: We found that the pharmacists rated the electronic experience to be average 4,6 out of 5 in online meetings.

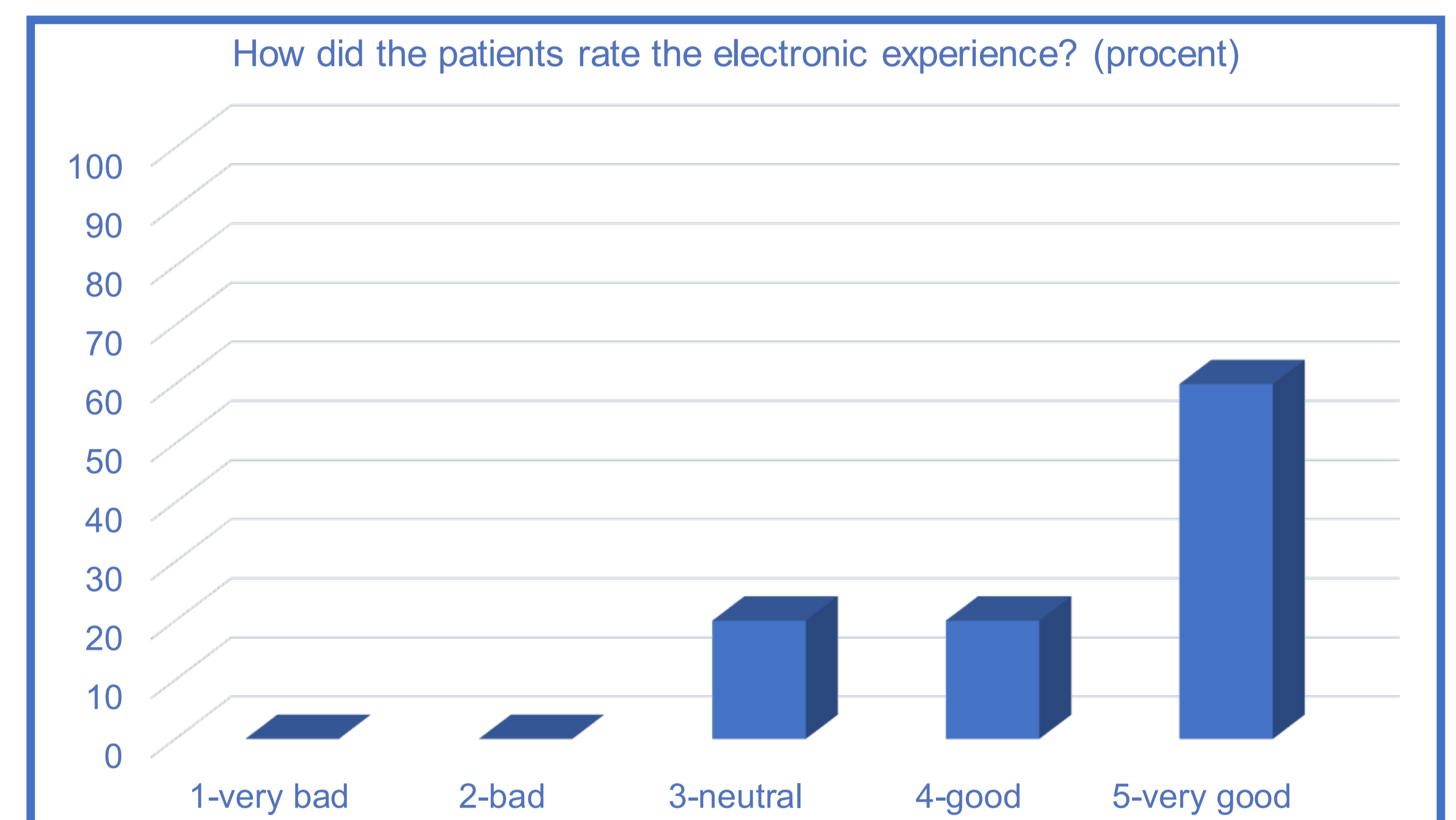


Figure 3: The patients rated the technical experience average 4,5 out of 5.

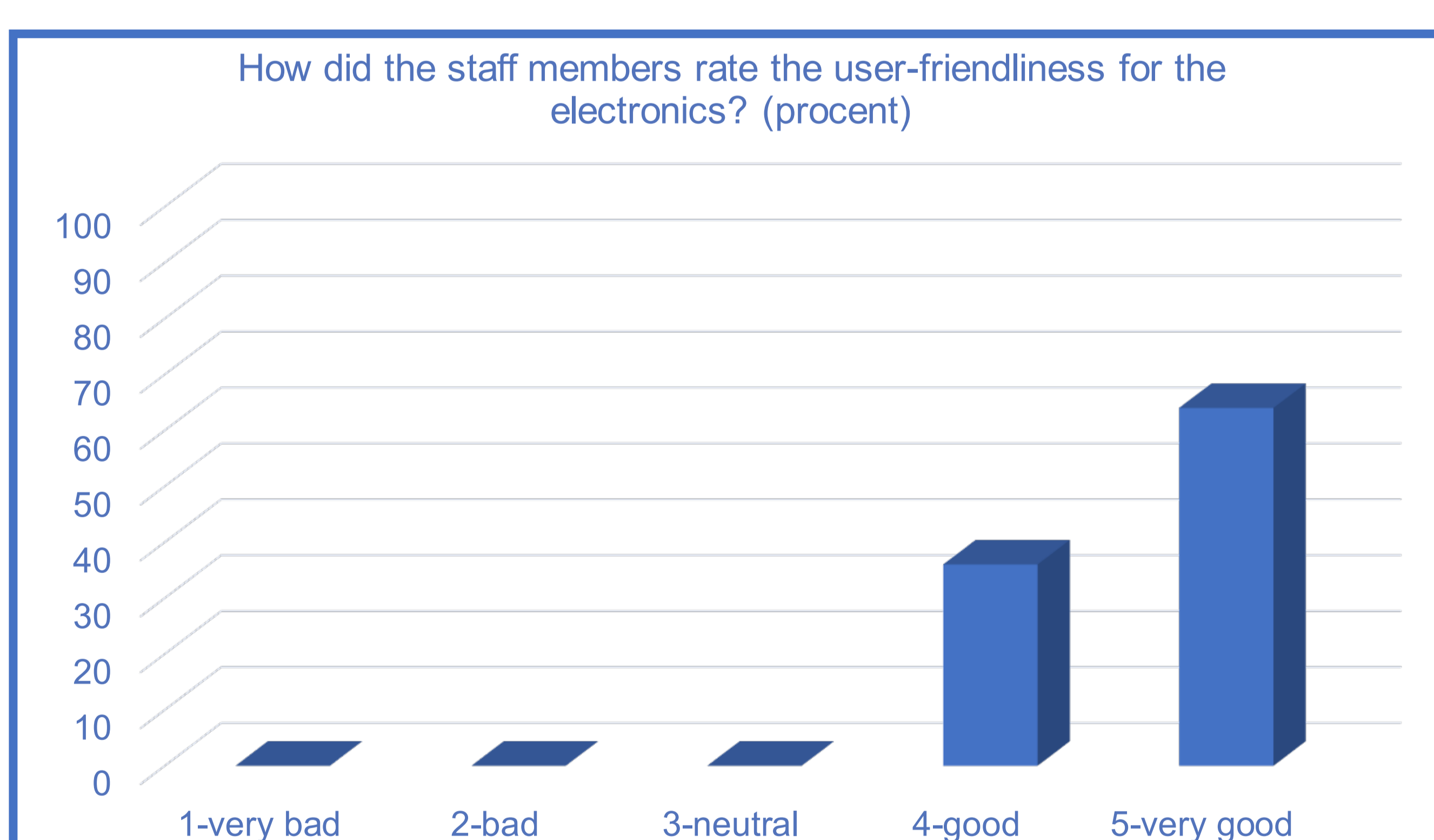


Figure 2: The staff members rated the user-friendliness when starting the meetings to be average 4,6 out of 5.

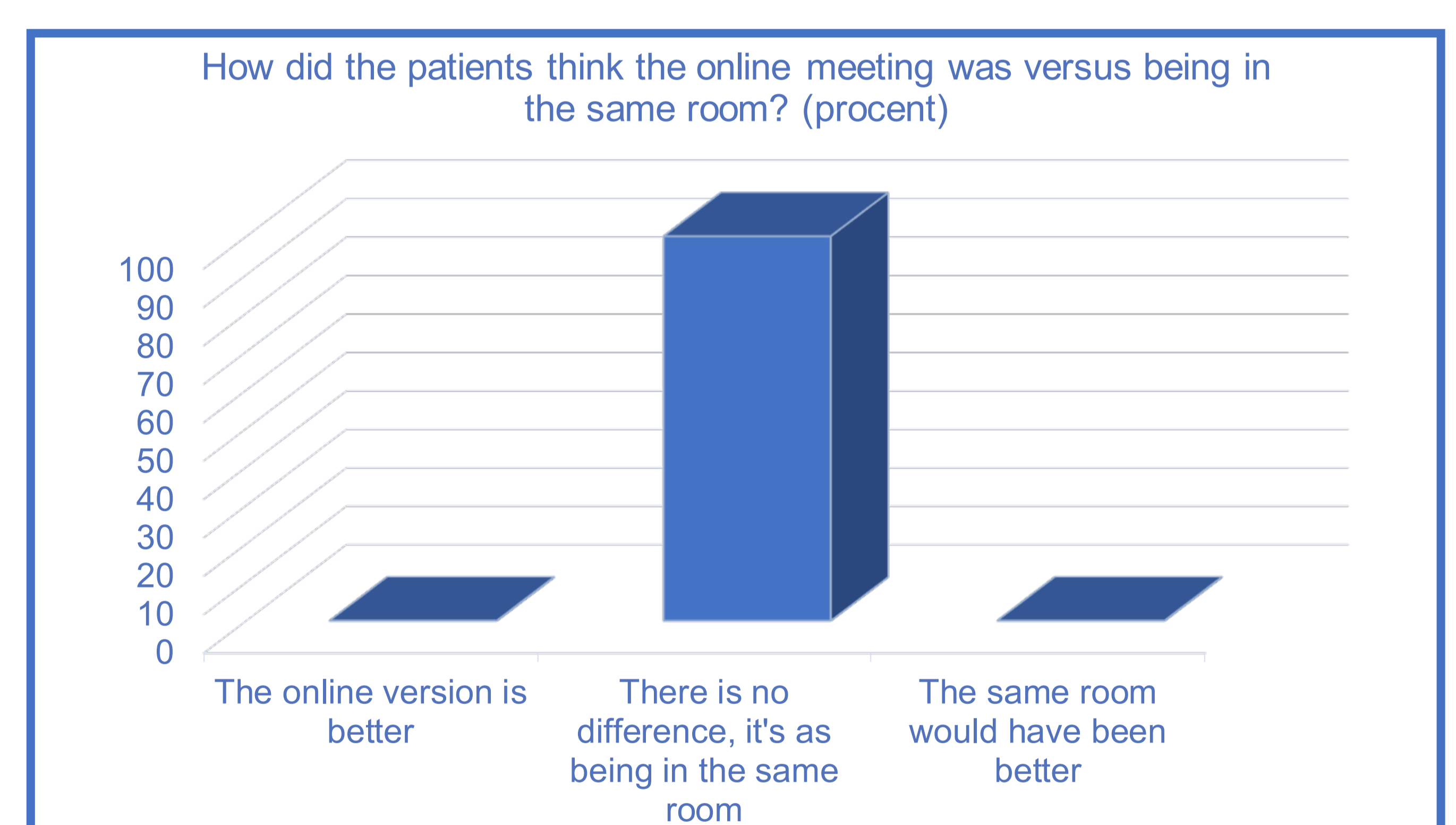


Figure 4: They all said it is the same as being in the same room.

## Discussion and reference

Another Danish project by Camilla Lynnerup with videoconference and new medicine service showed that the pharmacist found the video dialogs to be the same, and sometimes even better than normal dialogs in the same room. (Farmaci, Marts 2019, nr. 03, page 22-24, Louise Dissing Schiøtt).

We didn't ask the pharmacist how they felt the new medicine service dialogs was, but we asked the patients how they experienced the online dialog was compared to being in the same room. We also expanded the study to address online meetings of the staff group.

We are thrilled that patients believe that it is like being in the same room. This means that online dialogs are a great way to be in contact with patients and staff in another department.

## Conclusion

We believe that our project has found a good solution and method .

We have used the method to help each other with things while being in the other unit. We think we can use this in the future to many different things, such as distance management and teaching students.

In the future we also want to try to use skype for following up on the new medicine service in the patient's home, by sending them an online skype meeting invitation.

