



Singapore Healthcare Management 2018

EZ Fill -

Easy Way to Fill your Prescription

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Introduction

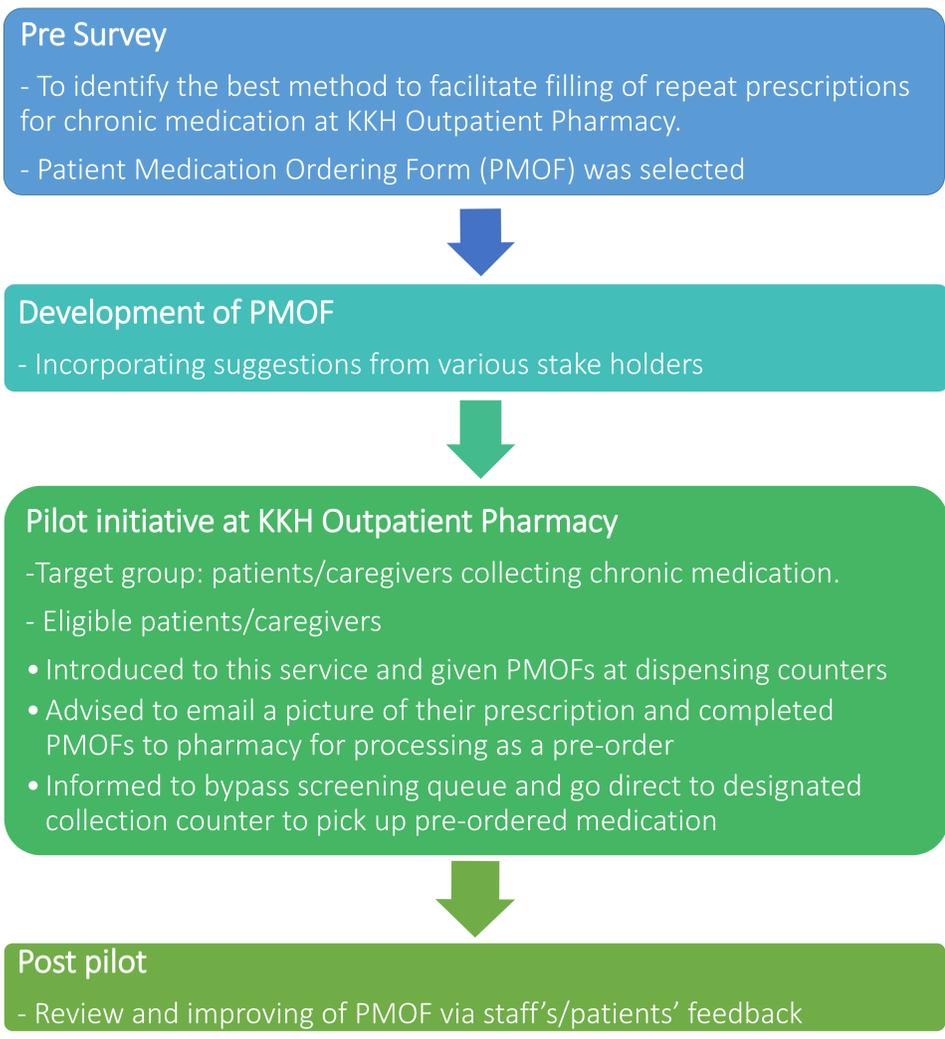
What is EZ Fill?

Novel service for patients to pre-order medication from KK Women's and Children's Hospital (KKH) Outpatient Pharmacy at their convenience.

Why EZ Fill was developed?

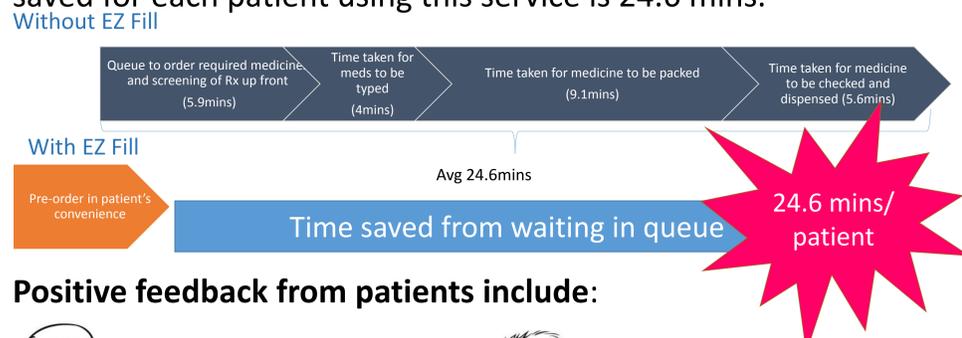
- ✓ Time and effort to screen a repeat prescription for chronic medication was often focused on quantity of repeat medication to be collected.
- ✓ Additional time is required for verification when person collecting is not aware of existing supplies at home.
- ✓ Need for tool to empower patients to take ownership in the medication collection process
 - allow patients and/or caregivers to be aware of their existing supplies at home
 - facilitate the medication collection process and improve the overall patient experience

Methodology



Results

135 PMOFs were distributed over the 7-week pilot. It subsequently attracted an average of 10-14 patients per month to utilize this service with zero default rate. The average time saved for each patient using this service is 24.6 mins.



Positive feedback from patients include:

Elderly patient with back pain: Glad that I don't have to stand in triage queue anymore!

Working parent: I can take time off from work to retrieve my medicines!

Caregiver: Reduced trip to pharmacy to drop off prescription!

Parent of children: With minimum wait time, I no longer worry about my children running around while I wait in queue.

Areas for improvement identified:

- Need to increase service accessibility
- Pre-ordering via email a challenge for those without internet access or non-IT savvy persons

Further revisions to the PMOF were made and reintroduced as part of the EZ Fill Service. Write-up on EZ Fill Service and the EZ Fill form were uploaded onto KKH Website. Poster (with QR code link to website) to raise service awareness was designed and put up at outpatient pharmacy.

EZ Fill Service is now available!

Pre-order and collect your medication in 3 easy steps:

1. Fill up EZ Fill form
2. Email a picture of the EZ Fill form and prescription at least 2 working days in advance
3. Collect your medicines at EZ Fill Counter 11 along with your original prescription

EZ Fill Form

This is **NOT** a prescription. Do bring along the original prescription to collect your medication.

Name: _____ Date of Ordering: _____
 NRIC No.: _____ Next Checkup Date: _____

Do note the following:
 1. The order quantity has to be equal or lesser than the balance left on the prescription
 2. Prescriptions are only valid for 1 year from the date of prescribing (1 month for controlled drugs)
 3. Do call the KKH appointment hotline at 62944050 if you require a refill for your expired/completed prescription

Example:

No.	Drug Name, Strength, Dosage form	Quantity available at home	Order Quantity	Expiry Date* (mm/yy)
1	Cefixime 5mg/5ml syrup	2 bottles	1 bottle	03/19

Your order:

No.	Drug Name, Strength, Dosage form	Quantity available at home	Order Quantity	Expiry Date* (mm/yy)

Please note that supply is subjected to expiry and stock limitations.
 * Indicate all expiry dates if there are more than one.

Examples of:
 Strength of tablet: 10mg
 strength of syrup: 4mg/5ml
 Dosage forms: Tablet, Syrup, Pessary, Suppository, Inhaler, Spray

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Conclusion

The EZ Fill Service empowers patients and their caregivers to take ownership of their medication collection and facilitates the collection process. It is particularly useful for tech-savvy patients who need to make repeated visits to fill their chronic medications. By providing an avenue for them to pre-order their repeat medication, patients' wait time to fill their prescriptions is potentially reduced and the overall patient experience in outpatient pharmacy is improved.

Acknowledgement

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Data Collection

- ✓ Distribution date and respective patient's identification number were recorded for each distributed PMOF.
- ✓ Completed PMOFs were collected back and new PMOFs were issued.
- ✓ Feedback from patients/caregivers and pharmacy staff were collected and utilised to improve the PMOF and work processes.