# Increasing patient and staff satisfaction in **Pharmacy-Only Medication (P-Med) Sales**

# Singapore Healthcare Management 2016

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### Introduction

Purchase of P-Med was a tedious process in Outpatient Pharmacy. Patients had to queue at the Pharmacist's





Advice counter to fill up a form and consult the pharmacist.

To prevent walk-off, they had to proceed to the cashier to make payment first before returning with a receipt. The pharmacist then verifies that the correct items are billed before handing patients the medications. Records are kept in hardcopy forms for a year.

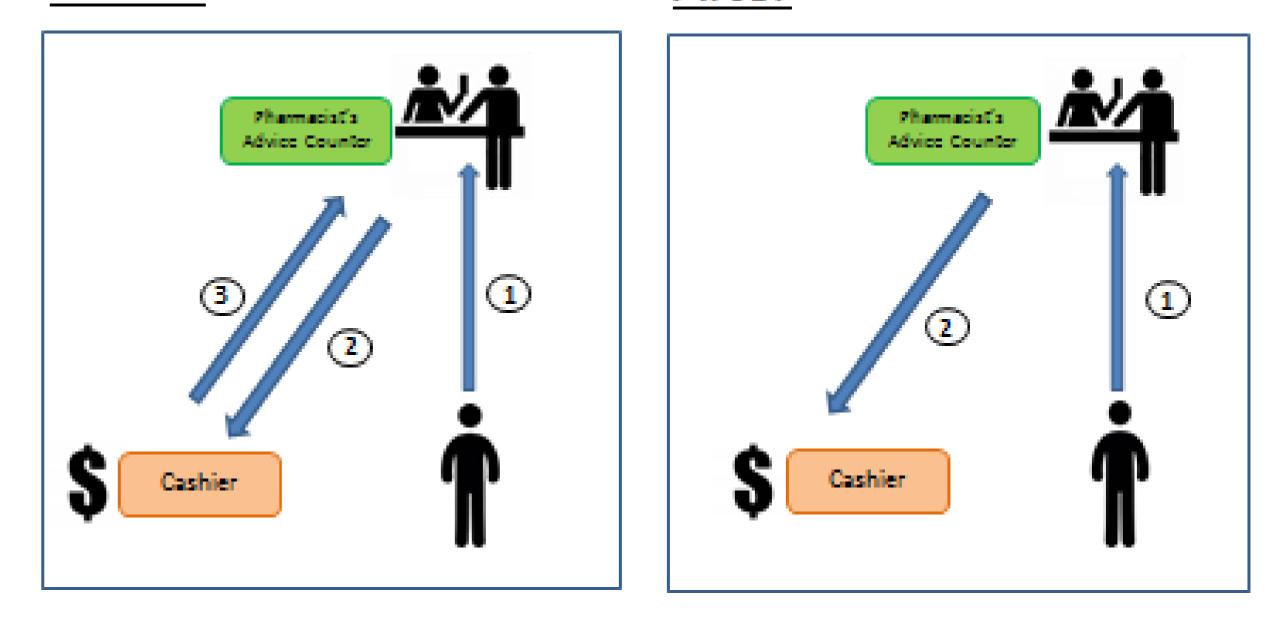


- To increase patient satisfaction by reducing overall waiting time for P-Med purchase
- To increase staff satisfaction by reducing time needed for **investigation of billing discrepancies** and providing comprehensive **medication purchase history** to facilitate pharmacists in making recommendations.

## Methodology

Pharmacy collaborated with Information Systems Department (ISD) to implement Maxcare system enhancement to allow keying in of P-Meds sales into the Pharmacy system.

form.



Patient Satisfaction	Before	After
Negative feedback regarding process	Average 1 per month	NA
Interruption during consultation due to collection	Frequent	NA

#### Step 1

Pharmacy-Only Me	dication		
Patient Name:			Date:
NRIC:			Drug Allergy*:Yes/No
Weight:	kg		Pregnant/Breastfeeding/NA *delete where appropri
QUANTITY SU	IPPLIED		SUMMARY LABEL
ITEM (Drug code)	QUANTITY		
		-	
		-	
			)
	1		/
		Pha	armacist:

Patient approaches P-Med counter and fills in their particulars on a simplified

#### Step 2

Vient NATIC Name Female, 73 years, P - SG PINK IC/8C							
earch Option F Include Depared drugs							
Completed IP Current IP Repeatable     Completed IP Current IP Repeatable     IP External IP Returns							
Visit Date 🔨 Specially 🧭 Script 💎							
Vescription /	Instruction	Quantity UOM	Clinical Ch	ocks Inte	rvened	Open	Order (
Viel Date : 3/3/2016							
Specially : PHARMACY (D)(XXH)							
	1.2	270 CAP					_
Glucosanine Sulfate 500mg Capsule - DISPENSED - START: 3/3/2016 - END:1/6/2016 # Visit Date : 25/2/2016	5 3 0m	270 049	-	_	- U	_	-
- Specialty : PHARMACY (0)(KKH)							
- Script : WR-16014450							
Glucosamine Sulfate 500mg Capsule - DISPENSED - START: 25/2/2016 - END:5/5/2016	F 3 OM	210 CAP					
_ Viol Date : 3/12/2015							
- Specially : PHARMACY [D](XXH)							
Script: W0TC-15002032 Robitution DM swap 100wl - DISPENSED - START 3/12/2015 - END: 10/12/2015 (Rw)	10ml tds	1 BOTTLE					-
Visit Date : 31/10/2015	1044 105	TOUTILE	-	_			-
-I Specially : PHARMACY [D](XH)							
_  Script : W0TC-15000301							
Cetitizine HCI10mg Tablet - DISPENSED - START:31/10/2015 - END:7/11/2015 (Rx)	1 od	6 STRIP					
Chlorphenitanine Maleate 4ng Tablet - DISPENSED - START:31/10/2015 - END:7/11/2	7[1 od	280×50					
- Visit Date : 28/2/2015							
- Specially : PHARMACY (D)(KKH)							
Script : WR-15021450 Promethazine Theoclate 25mg Tablet - PREPARED - START-28/2/2015 - END: 1/3/2015	ff 1 or	10 TAB			_		-
Promethasine Theoclate 25ing Tablet - PREPARED - START 28/2/2015 - END 1/3/2015 Promethasine Theoclate 25ing Tablet - PREPARED - START 28/2/2015 - END 1/3/2015	-	10 TAB		-	<u> </u>		
Promethazine Theoclate 25mg Tablet - PREPARED - STARIT-28/2/2015 - END:1/3/2015		10 TAB	-	-	<u> </u>	_	
Visit Date : 1/8/2013			1	_			
- Specially : PHARMACY (D)(KXH)							
Gluccoanine Sulfate 500mg Capcule - DISPENSED - START:1/8/2013 - END:30/9/2013	F 3 on	180 CAP					
And the second sec				_		_	_

Pharmacists retrieve patient's medication purchase history for a comprehensive overview before making recommendations and keying details into Maxcare.

Staff Satisfaction	Before	After
Pmed purchase history reference	NA Based on patient description	Yes Able to verify medication and dose
Average time required for investigation of billing discrepancies	5 hours a month	2 hour per month
<section-header></section-header>	Checking script by script for the whole month	Streamlined and focused via specific patients, items and dates as indicated from Maxcare report





Patient proceeds with the medications and form directly to the cashier for payment and leaves after transaction.

#### Enhancement

	MaxCare - KAHSH (LIVE)	
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		A daily wa
	C Main Application	
	Main Application     MaxCare Application	out any na
	🖃 🧰 Enterprise Manager	out any pa
	Re-set Encounter	
	🖃 💼 Pharmacy or Dispensing & Labelling	• • •
	I I I I I I I I I I I I I I I I I I I	without m
	🖃 🧰 Billing	without in
	Counter Collection	
	© Transaction Billing □	facilitating
	Q: List of Walk-Offs	facilitating
	Rectification og Unfinalized Bills	0.0.0.0.0
	<ul> <li>□ □ Inventory</li> <li>□ □ Inventory Setup</li> </ul>	
	Inventory Application	
	Stocktake Maintenance     Stocktake     Stocktake Maintenance     Stocktake     Stockt	
	© Indents Requisition ○ Transfere	
	ୁଦ୍ଧ Transfers	
	0	

alk-off report generated flags atient who has walked off naking payment for P-Meds, g investigation and rectification.

# Conclusion

Maxcare enhancement of keying in of P-Med Sales has

- improved patient satisfaction by reducing unnecessary waiting time and interruptions during consultation
- improved staff satisfaction by providing comprehensive **medication history** to facilitate recommendations and **reducing** time required for investigating billing discrepancies.