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.

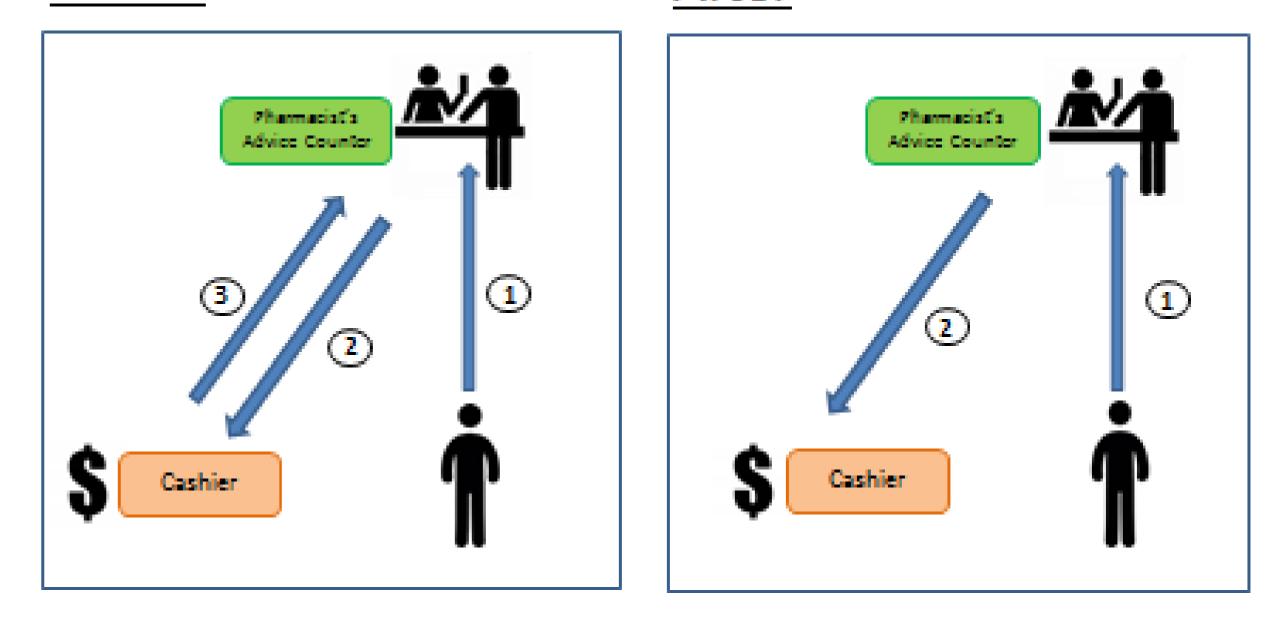


- To increase patient satisfaction by reducing overall waiting time for P-Med purchase
- To increase staff satisfaction by reducing time needed for **investigation of billing discrepancies** and providing comprehensive **medication purchase history** to facilitate pharmacists in making recommendations.

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 | | |
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| | | Pha | armacist: |
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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 | | | | _ | | _ | _ |
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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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| | 🖃 🧰 Enterprise Manager | out any pa |
| | Re-set Encounter | |
| | 🖃 💼 Pharmacy or Dispensing & Labelling | • • • |
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| | 🖃 🧰 Billing | without in |
| | Counter Collection | |
| | © Transaction Billing □ | facilitating |
| | Q: List of Walk-Offs | facilitating |
| | Rectification og Unfinalized Bills | 0.0.0.0.0 |
| | □ □ Inventory □ □ Inventory Setup | |
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| | Inventory Application | |
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| | 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.