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

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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.



Aims

- 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.

Step 1

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

Step 2

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

Step 3



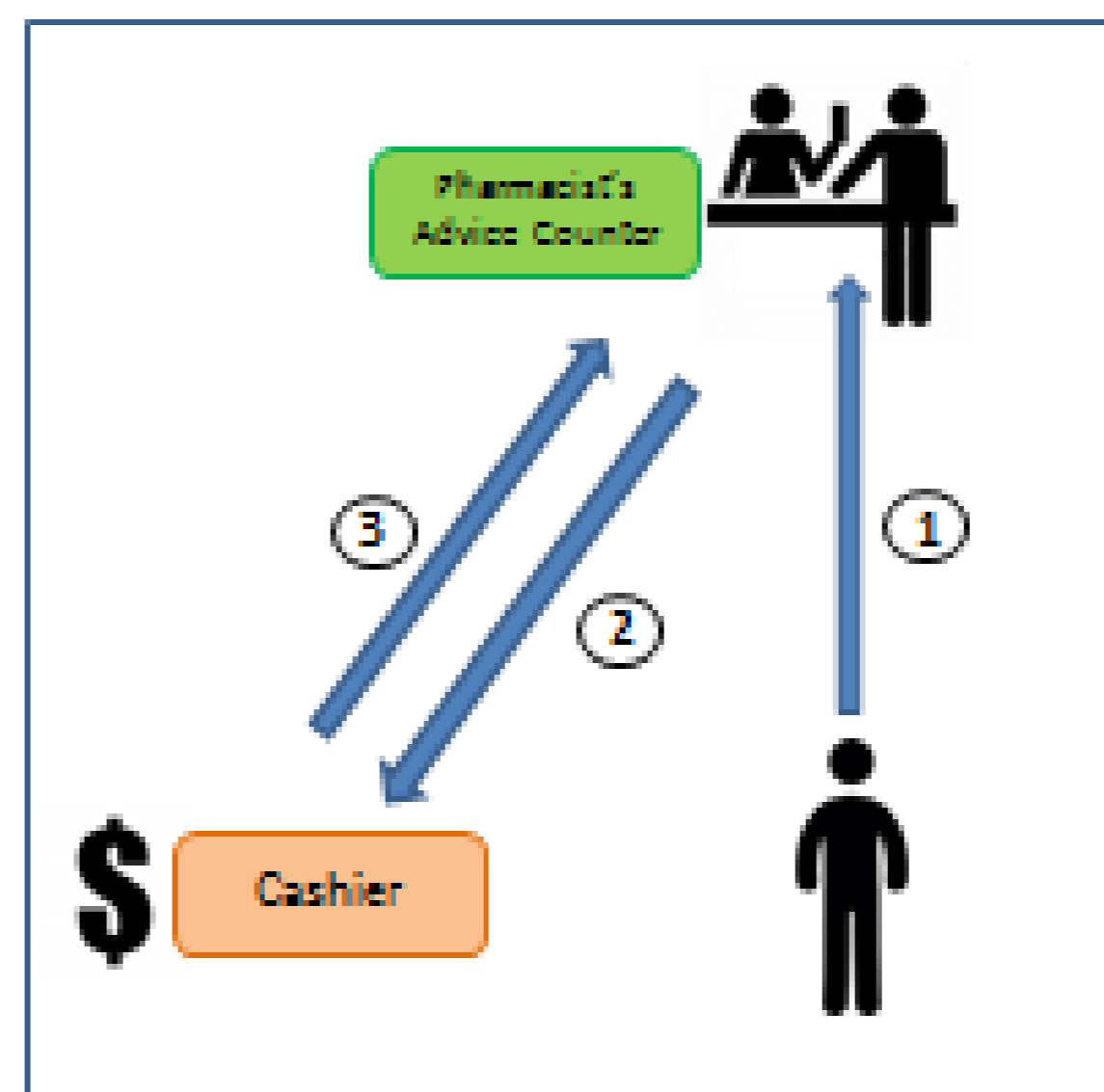
Patient proceeds with the medications and form **directly to the cashier** for payment and leaves after transaction.

Enhancement

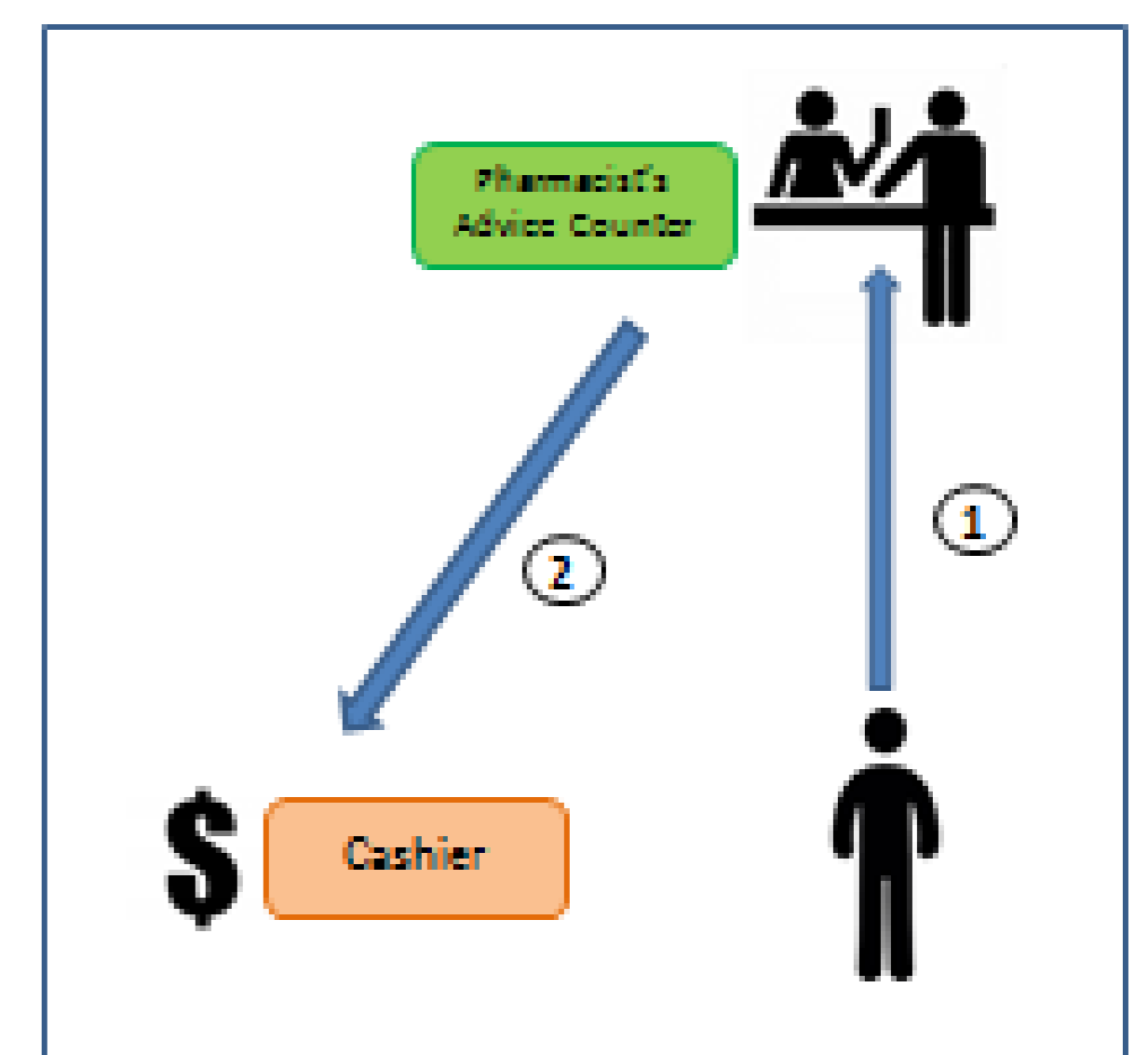
A **daily walk-off report** generated flags out any patient who has walked off without making payment for P-Meds, facilitating investigation and rectification.

Results

Before



After



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

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
Method of investigation	Checking script by script for the whole month	Streamlined and focused via specific patients, items and dates as indicated from Maxcare report

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**.