



Service Priorities and Programmes Electronic Presentations

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How Departmental Consultation Template and Drug Set Assist Family Physicians in Patient Care During Consultations in Primary Care Clinics?

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Introduction

Good documentation of consultation notes is essential in primary care so as to facilitate safe and effective patient care. However, comprehensive assessment and consultation notes documentation may be difficult to achieve due to time constraint. Time pressure of consultations may also give rise to potential prescription error which can cause harm to patients. Setting up departmental consultation templates and drug sets can help alleviate some of these problems.

Objectives

To aid the consultations of family physicians via setting up and maintaining the departmental consultation templates and drug sets.

Methodology

Departmental consultation templates and drug sets were set up in the Clinical Management System (CMS) at every primary care clinic of Kowloon East Cluster. These consultation templates and drug sets were constructed and regularly updated specifically according to the need of general out-patient clinics (GOPCs), Family Medicine Specialist Clinics (FMSCs) for chronic diseases and triage clinics for different specialties. Evidence-based guidelines and GOPC drug formulary were also updated regularly in the departmental intranet website so as to provide further clinical information about these consultation templates and drug items including those new medications.

Result

Electronic surveys were sent to all doctors who were working in GOPCs/ FMSCs from July to December 2017. The response rate was 30% (24/80) and the comments were very positive:

1. Using consultation templates for every consultation session: (RAMP-HT Clinic 100%, RAMP-DM Clinic 100%, TC 100%, SCC 100%, IMHP Clinic 85.7%, GOPC 21.7%)

2. Consultation templates are very or quite useful: (RAMP-HT Clinic 77.8%, RAMP-DM Clinic 83.3%, TC 85.7%, SCC 100%, IMHP Clinic 85.7%, GOPC 73.9%)
3. Departmental drug sets are very or quite useful: (RAMP-HT Clinic 22.2%, RAMP-DM Clinic 66.7%, TC 83.4%, SCC 100%, IMHP Clinic 57.2%, GOPC 91.3%)
(RAMP = Risk Assessment and Management Programme; TC = Triage Clinic; SCC = Smoking Cessation Clinic; IMHP = Integrated Mental Health Programme)

Majority of doctors agreed that the consultation templates helped to save time and avoid missing important clinical details during their consultations. They also agreed that the drug sets helped them to avoid prescription error and save time.

Conclusion: Regularly maintained departmental consultation templates and drug sets could aid the consultations of frontline family physicians.