



**Service Priorities and Programmes**  
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**Evaluation of the Chemotherapy Counseling Service by Oncology Clinical Pharmacist at Prince of Wales Hospital**

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**Introduction**

A Chemotherapy Counseling Service was launched in Prince of Wales Hospital for patients newly started chemotherapy in February 2012. The service aims to improve patient knowledge on the chemotherapy regimen, its possible adverse reactions and proper management through direct counseling by the oncology clinical pharmacists. Clinical verification of the chemotherapy orders was also performed by pharmacist before the counseling process to optimize treatment effectiveness and safety. Pharmacist recommendations were communicated to the responsible physicians for appropriate follow-up.

**Objectives**

To evaluate the effectiveness of the Chemotherapy Counseling Service by examining the interventions performed by the oncology clinical pharmacist and patient's satisfaction towards the service.

**Methodology**

This is a retrospective review of the interventions performed by the oncology clinical pharmacist during the counseling service from 1 April 2012 to 31 March 2013. The classification system of the Pharmaceutical Care Network Europe Foundation (version 6.2) was adopted in the data analysis. Patient's views towards the service were collected by means of a satisfaction survey.

**Result**

A total of 963 patient counseling sessions were conducted by the oncology clinical pharmacist during the 12-month evaluation period. There were 302 interventions performed by pharmacist with 240 patients involved. Seventy two percent of the interventions were related to treatment effectiveness and 24% were about potential adverse reactions. Regarding patients' drug use behavior, interventions have been

made to address the use of herbs or Traditional Chinese Medicine which may interact with chemotherapy (44%) and drug non-compliance (20%). Pharmacist also provided recommendations on handling of potential drug interactions (20%) e.g. use of Tyrosine Kinase Inhibitors with gastric acid suppressants, with strategies including adjustment of drug regimen, modification of drug administration time, and increased monitoring, which were agreed by oncologists in 94% of cases. Patient's feedbacks were also encouraging with 100% of patients expressed either satisfied or strongly satisfied with the counseling service. The results of this study demonstrated that clinical pharmacists have played a significant role in optimizing treatment outcome and improving the quality of care in oncology patients.