



Service Priorities and Programmes Electronic Presentations

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How can a Drug Image Gallery in an Intranet Website enhance the quality of care in patients with chronic diseases in General Out-patient Clinics?

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Introduction

Medication non-compliance is well known to be one of the obstacles in delivering effective patient care. According to the data from World Health Organisation in 2003, only 50% of patients with chronic diseases adhered to long term therapy in developed countries. Medication compliance can be enhanced by better patient education and by compliance checking. However, since many chronic patients in general out-patient clinics (GOPCs) were taking more than just one medication, miscommunication on drug regimen and proper use of the prescribed chronic medications happened frequently especially in the elderly. Checking of drug compliance might also be difficult if the patients did not bring along their medications. In the past, booklets which contained different drug samples were used in patient education and compliance checking. However, it was not practical to prepare and update the drug samples for use by all GOPCs' doctors. As a result, an easily accessible electronic drug image gallery was considered essential to enhance the quality of care in chronic patients.

Objectives

To assist our family physicians in patient's medication education and compliance checking in GOPCs by setting up an electronic drug image gallery in the department intranet website.

Methodology

A unified drug formulary is regularly updated for all KEC GOPCs. An electronic drug image gallery was set up in the department's intranet website. Drug samples of the formulary chronic medications were supplied from a GOPC Pharmacy. High resolution

photos of the drugs were taken on a scaled background and then uploaded to the gallery. The photo images were categorised according to the drug classes. The name and strength would be shown. The gallery would be regularly updated to include new drug items and new preparations of existing drug items.

Result

Results:

Up till January 2017, the drug image gallery contained 330 drug items from 14 different drug categories. The drug image gallery was easily accessible and an enlarged drug image of individual drug item by a magnifying function could be easily retrieved to facilitate patient education and compliance checking. Besides being used by the doctors, the gallery also provides a very useful clinical tool for our nurses to perform patients' assessment and education in the multidisciplinary chronic disease management programmes.

Conclusion:

A constantly updated electronic drug image gallery in a Family Medicine intranet website can assist doctors and nurses in drug education and compliance checking especially for patients with chronic diseases, and this can in turn enhance the quality of care in GOPCs.