



# A web page for community pharmacists to improve continuity of care between hospital and ambulatory care

M. Mattiuzzo<sup>1</sup>, L.-Z. Kaestli<sup>1</sup>, B. Guignard<sup>1</sup>, A.-F. Wasilewski-Rasca<sup>1</sup>, C. Fonzo-Christe<sup>1</sup>, P. Bonnabry<sup>1,2</sup>

<sup>1</sup>Pharmacy, Geneva University Hospitals (HUG),

<sup>2</sup>School of pharmaceutical sciences, University of Geneva, University of Lausanne, Switzerland

## Background

In Switzerland, in the absence of a pharmaceutical service ensuring seamless care, treatment plans prescribed at hospital discharge may be difficult to understand and to validate for community pharmacists. Information sources on products and drug doses used in the hospital are often lacking. Continuity of care may be therefore disrupted.

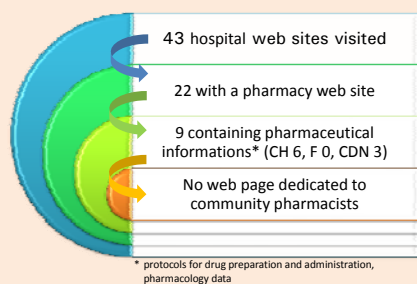
**Purpose** To determine which information could be useful for community pharmacists to improve continuity of care between hospital and ambulatory care and to create a dedicated web page.

## Material and Method

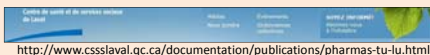
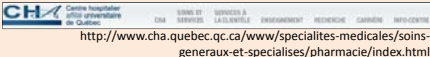
- Internet search** (July 2009) of web sites of 43 hospitals (28 in Switzerland (CH), 5 in France (F) 10 in Canada (CDN))
- Evaluation** of the available pharmaceutical information.
- Survey of **problems at hospital discharge** observed by 9 students during their assistantship in community pharmacies in Geneva (May 2009).
- Summary** of informations and **creation of a web page** on the internet site of the hospital pharmacy.

WWW

## Results



### Web-sites with pharmaceutical informations



Main problems	Useful document(s) to solve the problem?
Manufacturing	Compounding protocols used in HUG, supplying of drugs and excipients
Therapeutic scheme incomplete	Guideline (to detect and solve the problem), but contact with the prescriber is a legal obligation
Dose unknown or off-label	Usual doses prescribed in HUG, or contact with the prescriber
Inappropriate prescription form (narcotics)	Contact with the prescriber necessary

Results of the survey

### Helpful links

- Informations about manufactured or imported products including galenic and stability data
- Pharmacological informations (ex. usual pediatric doses and therapeutic scheme in HUG)
- Medical informations and useful links



## Conclusion



No web page specifically intended for community pharmacists has been found on the internet. **A model has been created and published on the web site of the HUG pharmacy.**

Perspectives: evaluation of

- Satisfaction of community pharmacists
- Impact on seamless care

Hide options

OK