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BABS 2007

**Patient knowledge and management
of new prescribed medication**

Master thesis

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BABS 2007- Patient knowledge and management of new prescribed medication

Abstract

Background and Objectives

Analgesics are the most delivered drugs in pharmacies. Frequency of demands after prescription, direct request or counselling by the pharmacy team will be assessed as well as characteristics of dispensed items. Additionally, the prevalence of new prescribed medications will be noted. Information about new prescribed medications is important to improve adherence. To check patient's knowledge about their new prescribed medications telephone interviews will be accomplished. Drug related problems can not always be detected by pharmacists. To get more information about the patient's medication management they will be visited at home.

Methods

A sample of 22 pharmacies in the region of Basel, Switzerland, were observed each for one day during their opening time. Dispense of all analgesics and the prevalence of new prescribed medications were determined. Selected patients were asked about their new prescribed drug in structured telephone interviews and later, by home visits the prevalence of several risk factors was assessed.

Results

BABS 2007: Frequency of the four patient's demands: 38.5% for prescriptions, 31.2% for direct requests, 11.1% for counselling and 19.2% for varia. Compared with 2002 the amount of prescriptions increased; the rate of request, of counselling and of varia decreased. Paracetamol remained the most delivered analgesic after prescription and direct request as in 2005. Ibuprofen was for the first time the most delivered analgesic after counselling. The prevalence of new prescribed medications is 20.9% of all prescription based requests.

Telephone interviews: Asking 70 patients about 89 new prescribed drugs resulted in a mean knowledge of 3.37 ± 0.77 on a 5-point scale. Least information (23.6%) was about possible adverse effects. Patients knew the name in 34.8%, the purpose in 92.1%, the duration of drug therapy in 88.8%, the frequency or timing of intake in 95.5% and the number of tablets to be taken in 98.7% of all new prescribed drugs.

Home visits: "Hoarding of medication" is the most observed risk factor (70.6%), followed by "poor adherence" (65.4%), "absence of administration routine" (52.9%); "use of multiple medication storage locations" and "storage of expired medication" (49% each).

Conclusion

Patients showed low level of information about adverse effects. The knowledge about dosage and frequency was satisfactory. Deficits should be avoided by concise and preferentially individually tailored written information. Confusion about generic and trade names could be decreased by informing patients about this subject. With this information maybe duplication could be decreased as well. Poor adherence is more difficult to decrease. More studies about this subject must be conducted. Home visits showed to be a feasible service, possibly also for community pharmacies. There is a lot of potential to reduce medication-related risk factors in patients' homes in addition to the collection of expired or unused drugs.

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