

薬薬連携に関するアンケート調査～疑義照会の現状と問題点

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Questionnaire Survey on Communication between Hospital Pharmacists and Community Pharmacists (1) —Current Status and Future Tasks with Inquiries to physicians about Prescriptions—

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Abstract

Objectives: There are several issues with pharmacists' inquiries to physicians about prescriptions. We surveyed the current status of communication between hospital pharmacists and community pharmacists, focusing upon the issue with inquiries to physician, by using questionnaire to obtain information for the establishment of the ideal system for inquiries to physicians.

Methods: We sent questionnaire to pharmacists, who are the members of i-PHISS (Internet-based Pharmacist's Information-Sharing System), about the communication between hospital pharmacists and community pharmacists on patients' admission and discharge, and inquiries to physicians about prescriptions.

Results: Most (74%) of respondent hospital pharmacists answered that inquiries about prescriptions from outside the medical facility are instructed to be primarily addressed to the pharmacy department and only 12% of hospitals accept direct inquires to doctors.

Community pharmacists answered that they make contact primarily to inquire about prescriptions by telephone to the doctor (23.7%), to the desk for outpatients (23.7%) or to the pharmacy department (21.6%). The most frequently inquired was incomplete instruction of regimen (69.3%), followed by lack of units or drug content (67.6%). Many cases of improper instructions attributable to the insufficiency of the communication between physician and patients were also reported.

Conclusions: These results imply that the ideal system for inquiries to physicians from community pharmacists should be as follows: Hospital pharmacists should check all the prescriptions issued from the facilities to prevent elementary mistakes on prescriptions, and the system that enables community pharmacists to inquire directly to the prescribed physicians after prescription checking or patient medication counseling should be established.

Key words: communication between pharmacists, inquiries about prescriptions, community pharmacist, hospital pharmacist