

# 製薬企業のくすり相談窓口業務の現状と今後の方向：アンケート調査結果 — くすり相談窓口を取り巻く環境の変化に即応した役割遂行のために —

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## Present status and future perspective of consumer consultation services desk of product information at pharmaceutical companies: From the results of questionnaire survey — For performing an appropriate role adopted to the change in the environment —

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### Abstract

**Objective:** Consumer consultation services desks at pharmaceutical companies have been influenced by environmental changes, including good vigilance practice (GVP), the personal information protection law, and implementation of employment extension. The Consumer Consultation Services Study Committee of the Japan Pharmaceutical Manufacturers Association (JPMA) surveyed its member companies to assess the current status of the services.

**Design:** A survey of consumer consultation services desks at 73 JPMA member companies was done from August 7 to September 1, 2006 to assess 1) the volume of inquiries from April 2005 to March 2006, 2) GVP-related items, and 3) organization of the consultation desk.

### Results:

1. Responses were obtained from 72 companies (98.6%).  
1-1. Inquiries about ethical drugs totaled 91,394, an increase over the previous survey (2001).  
1-2. Most inquiries came from health insurance pharmacies (33.5%) and hospital pharmacists (31.7%). The number and percentage of inquiries from pharmacists was increased compared with previous surveys. In contrast, the percentage of inquiries from consumers has declined with each survey, although the number of inquiries has slightly increased.
2. The role of the consumer consultation services desk was defined in the GVP procedures at 57 companies among 72 companies (79.2%). 40/57 companies (70.2%) positioned the desk as a Product Safety Management Implementation Department and 7 companies (12.3%) positioned as a Product Safety Management Department.
3. According to data from 71 companies, re-employed, contract, temporary, and former employees were utilized at 6, 24, 5, and 4 companies, respectively.

**Conclusion:** The results suggested that consumer consultation services are penetrated into medical professionals especially pharmacists in accordance with the environmental changes, meanwhile the awareness among consumers might be still low. And we assume the cooperation of consultation services desks at pharmaceutical companies and pharmacists of health insurance pharmacies or hospitals will gain the importance in future.