Role of pharmacist in providing drug information and education for patients with chronic diseases during transition of care

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The transition between inpatient and community settings often put patients at a risk for a lack of communication between healthcare providers resulting some possible issues such as inadequate patient information, medication errors and incomplete medication management. Community pharmacist can play an active role in improving care for recently discharged patient through provision of information and education and more importantly prevent readmission to hospital. This study aims to investigate the impact of pharmacist providing drug information and education for discharged patient with chronic disease.

An observational study was conducted between July to October 2019 involving 153 patients with chronic diseases particularly targeting patients with hypertension and diabetes mellitus. Patients were purposively recruited from 11 pharmacies in East Java. A questionnaire was used to record patient’s opinion regarding provision of drug information and education by pharmacist. The results were descriptively analyzed.

Overall, patients mentioned that pharmacists mainly provided information about how to use the drugs (83%). The education provided by the pharmacist has improved patients’ understanding about their disease state (70%) and influenced the compliance when using the medicine (68%). Patients acknowledged pharmacist’s effort to ensure the positive outcome of the therapy. However, no data has been recorded whether such service may prevent patients from being readmitted to hospital.

Pharmacist is at unique position in the transitions of care. Pharmacist can provide information and education that may contribute to improve patient's understanding and compliance.