

Pharmacist Intervention When Responding to Symptoms

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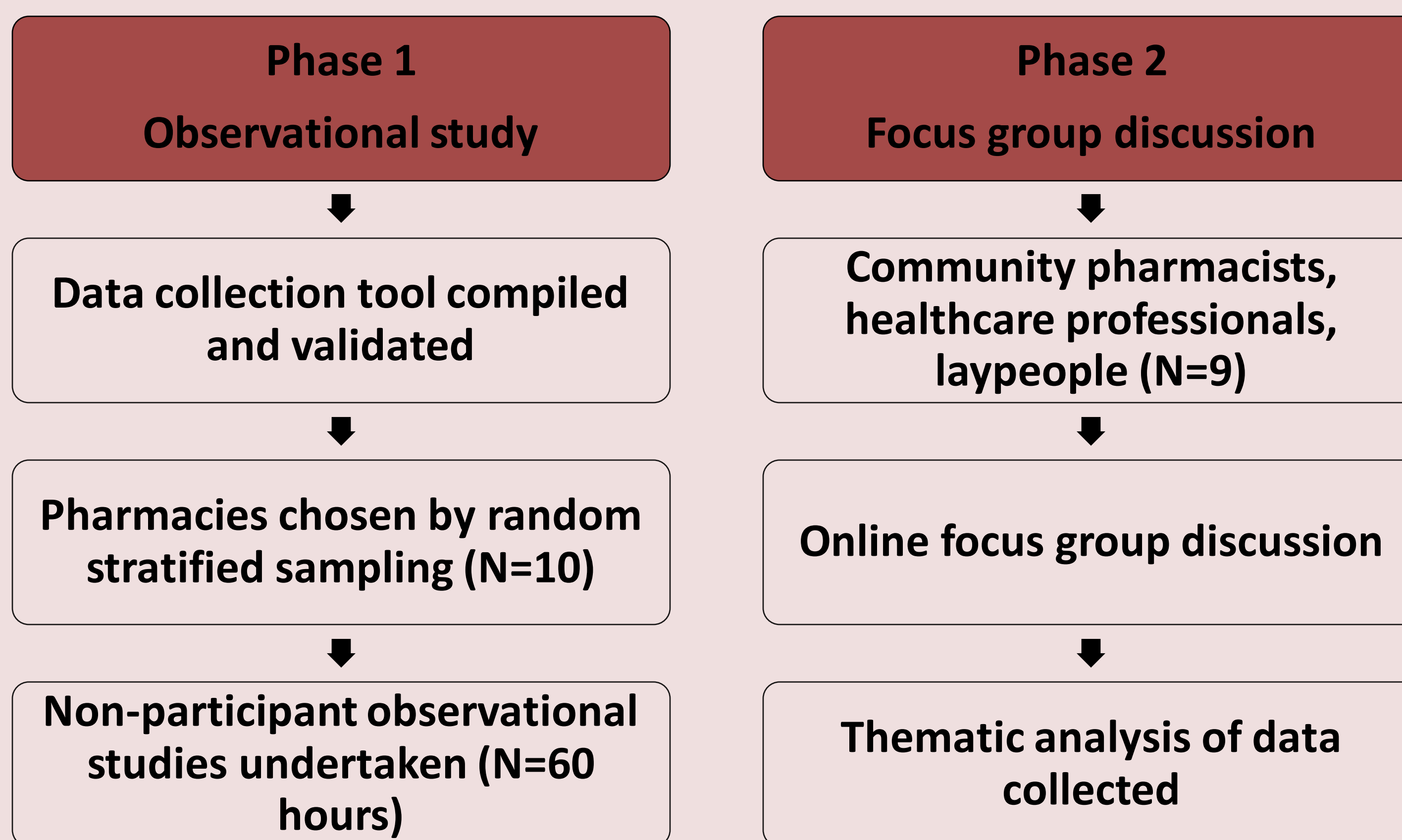
INTRODUCTION

Community pharmacists provide an accessible healthcare service for patients with requests to treat minor ailments. The successful management of minor ailments is predicated on effective pharmacist intervention.¹

AIMS

- To characterise presentation of symptoms and requests by patients for self-care in community pharmacy practice.
- To evaluate pharmacist's intervention in self-care pharmacotherapy.

METHOD



RESULTS

- During non-participant observation, 154 requests for self-care pharmacotherapy were made.

Table 1: Characterisation of patient requests and pharmacist intervention (N=154)

Patient category	Adult population (49%)
Information-gathering	Elaboration of symptoms (64%)
Type of advice	Pharmacological advice (68%)
Organ system being presented	Skin (25%), respiratory (19%), digestive (16%), musculoskeletal (12%)

- Thematic analysis of data collected from focus group discussion identified four main themes: role of pharmacist in self-care, information-gathering practices, type of advice and quality of pharmacist-patient intervention (Table 2).

Table 2: Thematic analysis

Theme	Sub-themes
Role of pharmacist in self-care	1) Knowledgeable, 2) Accessible, 3) Reduction in physician workload, 4) Gate-keeper
Information-gathering practices	1) Patient identity, 2) Elaboration of symptoms, 3) Past medical history, 4) Drug history
Type of advice	1) Pharmacological, 2) Non-pharmacological, 3) Other
Quality of pharmacist-patient intervention	1) Trustworthy, 2) Confidential consultation, 3) Effective communication, 4) Contributing factors to the duration of interaction

CONCLUSION

This study highlights the adult population as the most frequent population requesting self-care pharmacotherapy. Pharmacist intervention is widely observed during self-care requests where pharmacological advice is more commonly provided and questions relating to the elaboration of symptoms are more frequently asked. Four main organ systems characterise symptom-based requests.

REFERENCES

1. Makhlof AM, Mohamed Ibrahim MI, Awaisu A, Vyas SK, Yusuff, KB. Determinants of community pharmacists' information gathering and counseling practices during the management of minor ailments. Saudi Pharmaceutical Journal. 2021; 29: 992 - 998. doi: 10.1016/j.jsps.2021.07.016.