



## MEMO

To : All Doctors  
From : Dr Lee Hoi Che, DMS—CAO  
Date : 10<sup>th</sup> February 2010  
Our Ref. : ACAO/M05/LHC/2010  
Subject : **Patient Safety - Drug counseling service**

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Dear Doctors,

Since March 2008, the hospital has started bedside counseling program on discharge medications for selected patients. The program is aimed to improve patient's drug knowledge and compliance on administration of drugs. An audit made at the end of the year show that the outcome of the service was extremely effective and well received. Over 80% of patients joined in the program agreed that the service surely provided them more consolidated knowledge about the drug indications, precautions, and reasons for adhering to administration schedule. Average drug knowledge score of the patients was significantly improved by 87% and over 90% of patients highly appreciated the service.

For the betterment of patient's health, and actualization of our patient centered care mission, we aim to engage patients more actively in their medications. A drug consultation service in addition to the discharge counseling service will be started by February 22, 2010. Essential drug information will be provided by pharmacists to patients so that they will learn more about their drugs in use, and more importantly possible side effects or undesirable adverse effects they might encounter, and which they ought to inform their family doctors, consultant specialists or other healthcare providers when required.

To ensure medication use to be safe and more effective, we would like to take care of the following groups of patients:

1. Patients suffering a chronic disease;
2. Patients on multiple medications (>5 medications) for different diseases;
3. Patients visiting more than one physician for one or more diseases;
4. Patients having non-compliance issues;



5. Patients on specific drugs or require use of specific administration devices, e.g. warfarin, anti-diabetics medications, chemotherapy, inhaler for asthma, insulin, etc.;
6. Patients exhibiting adverse effects relating to medicines;
7. Patients of aged >65 years or at risk of adverse drug events; and
8. Patient who wants to know more about their medications.

When a patient has been identified to require the service, an appointment for the patient will be arranged. Prior to the interview, a pharmacist will conduct a medication chart review, prepare an appropriate drug administration schedule and necessary drug information for the patient. Copies of assessment and counseling notes will be filed in the patient record for reference. A 2<sup>nd</sup> interview with the patient or a follow up with a discharge patient will be arranged, if necessary.

Your collaboration of referring patients for the mentioned service would help the hospital obtain a safer medication management system as well as a higher standard of patient care. Your valuable supports are genuinely welcome and appreciated.

Yours sincerely,

Dr. Lee Hoi Che  
Director of Medical Services  
Chairman of Medication Safety Subcommittee