
CONFERENCE ABSTRACT

ICD-10 classification of the most common inquiries made by general practitioners to pharmacists via electronic consultation platform Health.net PRO

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Introduction

By employing the Spanish healthcare system as a role model, Health Centre Zagreb – Centre and MCS Grupa d.o.o. piloted a Health.net PRO project in 2017, which enables general practitioners (GPs) to consult with both, hospital medical specialists and practising pharmacists providing Comprehensive Medication Management (CMM) services. The aim of this research was to analyse and describe the most common inquiries made by GPs to practising pharmacists via electronic consultation platform Health.net PRO.

Methods

Data were collected prospectively via e-consultation platform Health.net PRO. Altogether 10 GPs employed this platform and made inquiries regarding 1) drug therapy problems (DTPs) analysis, hence used it for communication in CMM provision and/or 2) specific therapy or condition management. Supplementary information was obtained from GPs when necessary (e.g. laboratory results, medical history). The inquiries regarding patients' conditions were categorized according to the ICD-10 classification with concomitant medicines classified according to the ATC classification.

Results

The study included 74 patients, out of which 41 (55.4 %) were female. Patients' median age was 67 (11-89) years. Overall, CMM services were provided for 17 patients (23 %), while for 57 (77 %) patients information regarding specific therapy or condition management was required. Overall 69 conditions (ICDs) associated with 78 subcategories of medicines (ATC classification) were identified. The median number of inquiries per patient was 1 (1-5). The inquiries regarding diseases of the circulatory system (I00-I99) were the most prevalent (N = 21; 30.4 %), followed by endocrine, nutritional and metabolic diseases (E00-E90) (N = 16; 23.2 %) and diseases of the musculoskeletal system and connective tissue (M00-M99) (N = 8; 11.6 %). Additionally, medications most commonly included in the analysis were medications for cardiovascular system (N = 28; 35.9 %), medications for blood and blood forming organs (N = 12; 15.4 %) and medications for nervous system (N = 12; 15.4 %).

Discussions

This is the first study describing the inquiries made by GPs to pharmacists via electronic consultation platform Health.net PRO at the county health centre in Croatia.

Conclusions (compromising key findings)

Since most of the issues raised by GPs were associated with diseases of the circulatory system, as the leading cause of death in Croatia (1), ensuring pharmacists' position/employment at the Health Centre Zagreb – Centre, and across other county health centres in Croatia, would optimize patients' medication experience and clinical outcomes.

Lessons learned

This study emphasizes the importance of pharmacist's role in patients' therapy management at the primary care level.

Limitations

Since this platform has recently commenced with its work, a rather small number of GPs have until now engaged with the project.

Suggestions for future research

Future research is crucial to get an insight and broaden our understanding on the most commonly raised queries, and subsequently tailor the education for both GPs and pharmacists.

References

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