Abstract

Drug Information Centre service analysis III.

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Introduction: Drug Information Center (DIC) of the Faculty of Pharmacy in Hradec Králové, Charles University, and University Hospital Hradec Králové was established in 1994. Major activity of the DIC is providing expert information about drugs – primarily in the form of answers to various medicines-related enquiries sent by healthcare professionals. DIC deals with enquiries related to general pharmacotherapy including complementary and alternative medicine (CAM).

Aim of study: Aim of the study was to evaluate DIC's activity in the period 2015–2017 through feedback from questioners and to analyse enquiries related to CAM in the period 1994–2017.

Methods: The feedback of questioners who sent the enquiry to DIC from 2015 to 2017 was obtained using an online questionnaire containing 18 items – sociodemographic data and awareness of DIC, quality of answers to enquiries, satisfaction with provided services and lastly resolving of CAM related issues in practice. Furthermore, analysis of DIC's database in the period 1994–2017 was performed. Analysis focused on CAM enquiries. Enquiries were searched according to the contents of enquiry or *ATC code.* Questioner`s profession, region, urgency of enquiry, type of enquiry, enquiry regarding specific population, professional information resources used or time needed for resolving enquiry were analysed. Data were processed using descriptive statistical methods.

Results: The feedback questionnaire was delivered to 94 healthcare professionals with response rate of 40 (42.6%). Most respondents learned about existence of DIC during undergraduate study (13; 32.5%). Majority of respondents (35; 87.5%) were completely satisfied with services, especially because of detailed and comprehensive answers (16; 40.0%). All of respondents would use services again. Answers to enquiries were fully or partially used by 37 (92.5%) respondents for a specific patient or to complete their own knowledge. 32 (80.0%) respondents encountered the problems related to CAM in practice. These were mostly solved by pharmacists (24; 9.25%), especially community pharmacists (16; 40.0%). Respondents of questionnaires also confirmed using internet

search engines (24; 60.0%) and materials of manufacturers or distributors when solving CAM related enquiries (20; 50.0%).

The total number of CAM enquiries in complete database was 205, 126 (61.5%) enquiries were sent to DIC by pharmacists, and also most enquiries were received from Královehradecký region (70; 34.1%). The average proportion of CAM enquiries to the total number of enquiries was 9.2%. The majority of enquiries were resolved in 2003 (26; 12.7%). The average time taken for resolving the enquiry was 141 minutes. Most enquiries were focused on indications and contraindications of CAM (58; 28.3%). The most useful information resources were Micromedex (107; 52.2%), AISLP (100; 48.8%), Medline (100; 48.8%), monography Martindale (48; 23.4%). The other most frequently used information resource were internet search engines (31; 24.8%).

Conclusion: DIC's services were evaluated by respondents mostly in positive way. All of the respondents would use services again. Number of CAM enquiries decreases, however the proportion of CAM enquiries to the total number of drug enquiries is above average in recent years. In accordance with the questionnaires and the database, typical questioner of CAM enquiries was pharmacist working in pharmacy from Královehradecký region. The most of CAM enquiries were related to indications and contraindications. General professional information resources about drugs were used for resolving CAM enquiries more often rather than resources related to CAM.