

CASE STUDY:

Patient Information Leaflets: Benefits and Potential Pitfalls



16 March 2019

A patient information leaflet (PIL) is a document given to the patient, which contains important information regarding the medication, in a language easily understood by the patient. A PIL can be given by the doctor during consultation or the pharmacist during dispensing and patient counselling session.

PILs are frequently used to complement verbal counselling provided by the doctors and pharmacists regarding medication use. By providing the patient with a physical copy of the medicine information, it helps to reinforce their understanding of the verbal information given by the servicing healthcare professional and serves as a reminder for them in case they forget in the future.

The benefits of PILs have been demonstrated in several studies. PILs have been found to help patients gain a better understanding of their medications and conditions and facilitate proper medication use, leading to improved patient compliance and a higher degree of patient satisfaction. The provision of information may also reduce patient anxiety by empowering patients to practice greater self-management. For healthcare professionals, the use of PILs has also been found to decrease consultation times, improving the efficiency of the healthcare service.

In those studies, most patients preferred to receive a PIL, especially when they are prescribed a medication for the first time. The patients claimed to have read the PILs given to them, at least occasionally. The patients often look out for the reason

to use the medication, how the medication works and its benefits, how to take the medicine, as well as its possible side effects.

A poorly designed PIL, however, might be ineffective and does not serve its desired purposes. For instance, a PIL with too much information may be a turn-off for patients as it might be too overwhelming for them to process. This could negatively influence their decision to read the leaflet. When too much information is provided for the side effect profile of the medication, patients may also feel daunted or anxious and not want to take the medication due to the fear of experiencing any side effect, ultimately translating to decreased patient compliance. Besides that, PILs with an excessive use of technical or medical jargons might not be well understood by the patients, which could lead to confusion and defeat the original purpose of providing information to the patients. Hence, the design of a PIL is critical to its success and needs to be carefully considered.

What are the features of a well-designed PIL?

- A good PIL should be designed in a user-friendly format that allows easy reading and comprehension. A question-and-answer format is often useful to increase patient engagement.
- Pictures or diagrams are also a helpful aid to convey information effectively, especially in educating patients on the administration techniques for non-oral medications. It allows patients to better visualise the correct administration techniques for non-oral medications, e.g. inhaler, subcutaneous injection, etc.
- The language used should be in a 'layman' style, with medical jargons replaced by more easily understood words that convey the same meaning. Multilingual PILs are also good to cater for people who speak different languages.
- The content of the PIL should be concise and unambiguous to avoid unwanted confusion. It is important to include only the important and relevant information to prevent the PIL from becoming too lengthy.
- Special attention should be paid when designing the side effect profile. As mentioned, an excess of information may frighten the patient and adversely impact compliance. Only the more clinically relevant and applicable side effects should be listed, and these should be categorised, according to the frequency of occurrences. In addition, advice on how to manage the side effects as well as when to seek medical attention should also be included. With such information, patients will be able to better anticipate the types of side effects they would experience, and what side effects warrant medical evaluation, without experiencing unnecessary anxiety.

CASE STUDY:

MIMS Drug Sport Alert in Athlete Management Solution used in 2018 PyeongChang Winter Olympic



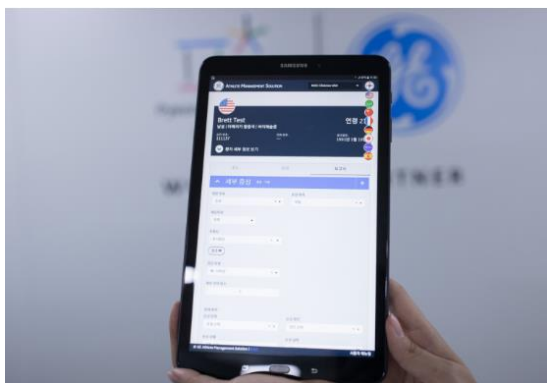
25 February 2018

MIMS developed a new clinical decision support module suitable for screening of drugs banned in sports based on the World Anti-Doping Agency (WADA) Prohibited Drugs List.

This latest feature of Drug Sport Alert, along with Drug Interaction Alert and Drug Allergy Alert, had been incorporated into the Athlete Management System (AMS) developed by GE Healthcare.



In addition, MIMS Database was mapped to Drug Formulary approved by the International Olympic Committee (IOC), which is a list of around 200 different drugs available for prescribing within the athlete village.



MIMS was hopeful that our Clinical Decision Support solution played an active role in ensuring physicians had quick access to reliable drug information critical to ensuring a safe and healthy environment for the athletes.

CASE STUDY:

MIMS & CUHK School of Pharmacy Partner to Provide Patient Medicine Information on AMPOULE



5 October 2017

MIMS, the leading provider of drug information and healthcare solutions in Asia Pacific, has collaborated with CUHK School of Pharmacy to provide patient medicine information on the Ask My Pharmacist Online University Led Drug Enquiry platform, AMPOULE.

AMPOULE is an interactive online drug information and enquiry platform, developed by Vivian Lee Wing-yan, Associate Professor at the School of Pharmacy and Assistant Dean at the Faculty of Medicine at The Chinese University of Hong Kong. A pioneer innovation in Hong Kong, AMPOULE users can access bilingual drug information and practical healthcare advice in a secured and confidential manner 24/7.

With this collaboration, MIMS will provide patient friendly medicine information, PIL in English while CUHK School of Pharmacy contributes the Chinese translation of PIL.

Associate Professor Vivian Lee is passionate about promoting good health and medication safety to the Hong Kong community, especially underprivileged patients. An industry partner who shares her mission and passion to promote safe and effective use of medication was a key consideration during her search.

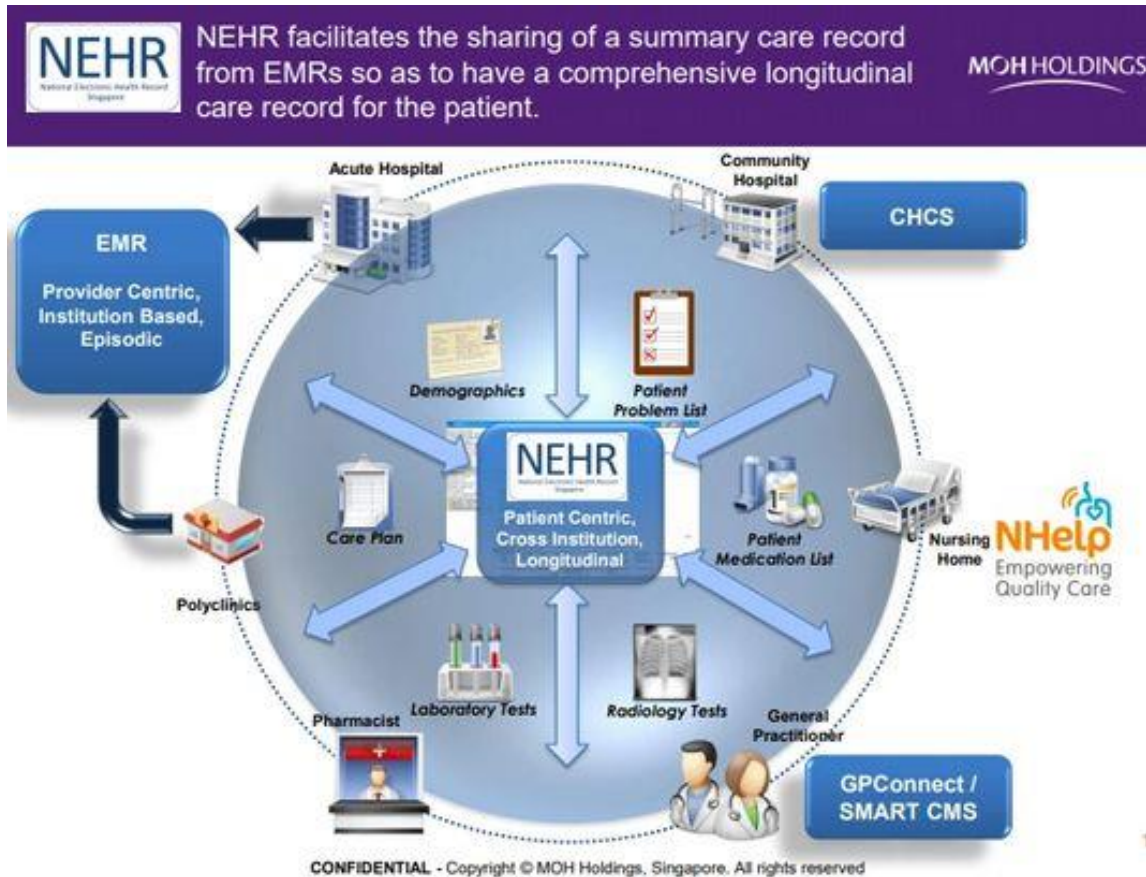


"Accurate and updated drug information is crucial to ensure medication safety. AMPOULE is designed to provide personalized drug information in a timely manner. Users will actively interact with our pharmacists to address their drug-related problems. We will also provide educational tools to facilitate understanding of safe drug use. I am excited to collaborate with MIMS and expand the coverage of AMPOULE," says Vivian Lee, the founder of AMPOULE.

"Teaming up with CUHK School of Pharmacy is an exciting development for MIMS," says Wai Fun Leong, Head of Healthcare Data for MIMS. "This partnership reflects our desire to collaborate with companies that share our core values and vision to empower healthcare communities and patient outcomes. MIMS is always looking for ways to engage medical professionals to share knowledge and find resources to better care for patients in Asia."

CASE STUDY:

Singapore's healthcare journey towards interoperability, sharing and reuse



17 February 2017

Singapore's National Electronic Health Record (NEHR) vision is "One Patient, One Health Record". NEHR enables a single patient's health record to be accessed by for authorised clinicians across the healthcare continuum.

One of earlier NEHR initiatives was Project CLEO (Clinic Electronic Medical Record and Operation System), which comprised of a GP-oriented clinic management system coupled with an electronic medical record. The goals of Project CLEO were to facilitate better quality and safer patient care, and to optimise clinic operations for more efficient patient services.

MIMS was honoured to partner with SingTel to implement the Clinical Decision Support (CDS) within Project CLEO. MIMS CDS solution contains Singapore registered drugs database, mapped to Singapore Drug Dictionary (SDD) and Critical Medical Information Store (CMIS), as well as evidence-based CDS tools such as drug-drug interactions, drug allergy, and duplicate therapy.

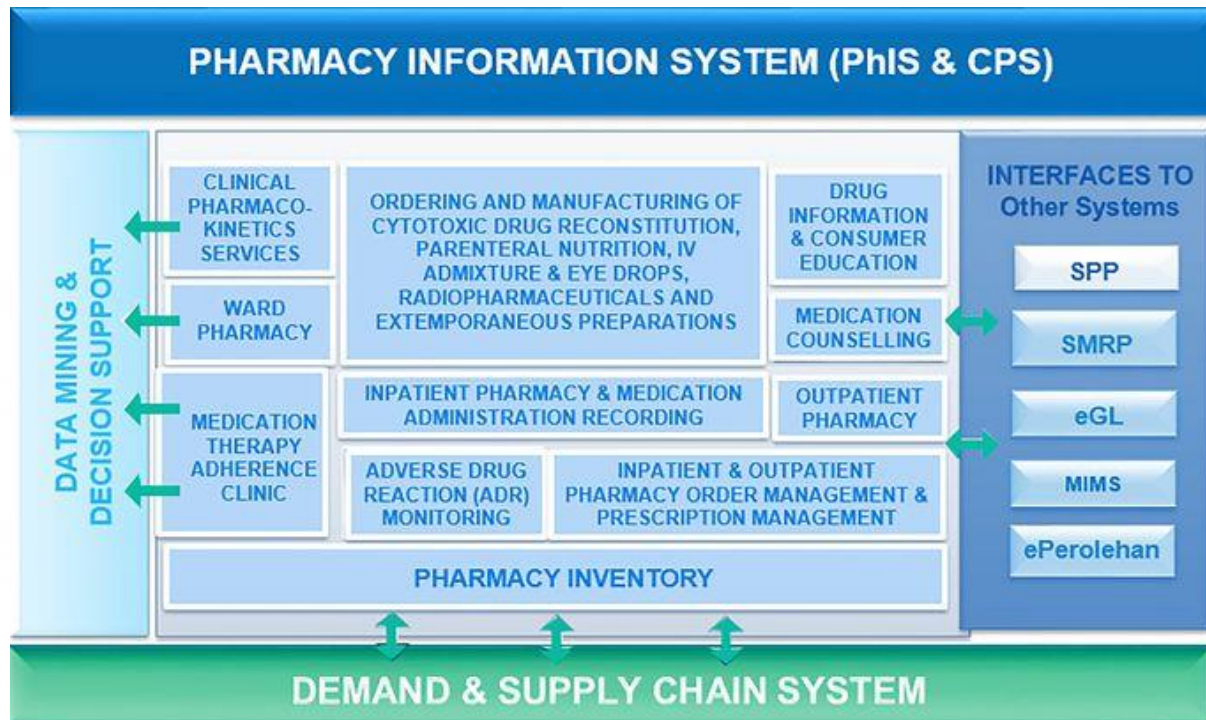


Update:

Project CLEO was discontinued at end 2015 after a two-year pilot study. It was succeeded by GPConnect Project, which was launched on 17 Feb 2017.

CASE STUDY:

Smart Pharmacy System for Malaysia



September 2012

Ministry of Health Malaysia (KKM) was looking for a consistent Medicines Knowledge Database that can be used as reference with online and offline access, as well as integrated in their pharmacy information system (PhIS).

One of the benefits that KKM hoped to gain from using a consistent medicines database in both reference and integrated scenarios, is to assist clinicians move efficiently and safely between platforms. This was important as the PhIS implementation at all 138 hospitals and 2833 health centres would take at least 5 years.

The goals of PhIS:

- Drug utilisation evaluation
- Best practices in procurement and drug supply management
- 100% generic prescribing
- Dispensing data at end user level



- Integration of pharmacy facilities so prescriptions can be filled from any community pharmacy

MIMS is honoured to be entrusted with the task of delivering the MIMS Gateway Knowledge Solutions – which included both reference and integrated components. The solution contains a Malaysia registered drug database - fully integrated with Malaysia Drug Codes (MDC) and Malaysia National Drug Formulary (Blue Book), as well as evidence-based decision support modules such as drug interaction and allergy screening, and dose range checks.