

Orientation
&
Modified Systematic Approach

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Learning Objective

The course is designed to:

- 1-Understand the concept of drug information**
 - 2-Demonstrate the ability to appropriately comprehend and utilize the primary, secondary or tertiary sources to answer a variety of drug information questions.**
 - 3-Learn the systematic approach to answering a drug related questions and indicate an efficient strategy to locate drug information necessary to answer questions related to adverse effects, drug interaction, compatibility, identification, pregnancy and lactation, etc.**
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4- Learning how to make informative and indicative abstract and indexing.

**5-Demonstrate writing skills by :
writing a report using a variety of information sources:**

a- Searching appropriate primary literature

b- Evaluating the literature

c- Summarizing the findings.

d- Developing conclusions and recommendations

6- Learning the skills of writing drug evaluation (review) using the variety of information resources (Primary, secondary and tertiary).

Modified Systemic Approach to answering Drug Information questions

The modified systemic approach to answering drug information questions consists of the following steps:

- 1- Secure demographic data of the requestor.
- 2- Obtain background information.
- 3- Determine and categorize ultimate question.
- 4- Develop strategy and conduct search.
- 5- Perform evaluation, analysis and synthesis.
- 6- Formulate and provide response.
- 7- Conduct follow-up and documentation.

Drug and Poison Information Request Form

General questions for obtaining background information:-

- 1- Requestor's name
- 2-requestor address and Tel, E-mail
- 3- Requestor's frame reference (e.g. profession)
- 4- Resources that the requestor already consult.
- 5- Whether the request is patient specific or Academic or drug oriented.
- 6- Patient's diagnosis, other medications and pertinent medical information
- 7- Urgency of the request

Procedure and Documentation

A standard procedure for enquiry processing should be developed.

1- Identification of the enquirer

The pharmacist receiving the query is to obtain the caller's name, address, phone number and profession.

2- Obtain the necessary background information.

If the request is patient specific, obtain the patient's:

- i. name, age, weight and sex.
- ii. medical history (including allergies).
- iii. Major organ function (cardiac, liver, kidney).
- iv. Drug history (name, dose, regimen, duration and indication).

3- Establish whether the caller has consulted any references.

4- Assign priority to the request according to the urgency of the problem or query.

Cases may be clinically urgent and the physician may have a patient waiting. To enhance the credibility of the unit, it is essential that the caller be provided with some sort of time frame within which they can expect an answer. It is important to maintain contact with the caller and follow up if agreed upon deadline cannot be met.

5- Clarify the request if not clear. If it is clear go ahead

6- Classification of the request. Notice that there may be more than one classification.

7- Systemic search

Search the available reference. Evaluate and interpret the information that has been sourced.

8- Formulation the appropriate response:

All statements made should be traceable to the literature. Statements where you think the answer is correct (but are not sure) are dangerous and must not be made. Always check with at least two reference sources. Only the information that is pertinent to the request.

9- Communication of the response

This must be clearly and concisely given. It must be established that the caller fully understands the answer.

a- Oral response

Most suited to conveying response to a simply uncomplicated query. Can assess whether a written response is required following the verbal reply.

b- Written response

May be more appropriate for a more complex enquiry. The following format may be used as a guideline.

i- Request and background information.

ii- Response: in some cases a brief introductory paragraph is necessary clarification of the terminology and issues at hand. Summarize what the literature says about the problem, pointing out inadequacies or deficiencies

In the references. Be concise, unbiased and above all accurate.

iii- Conclusion.

Summarize the information together with the appropriate conclusion.

iv- References

The query should be appropriately referenced.

10- Follow-up

This should be done by phone, in person or by mail to ascertain whether the information provided was appropriate.

11- Documentation

All query information should be documented on a Query form on the computer for legal purposes and for future enquiries.