



Zāļu valsts aģentūra

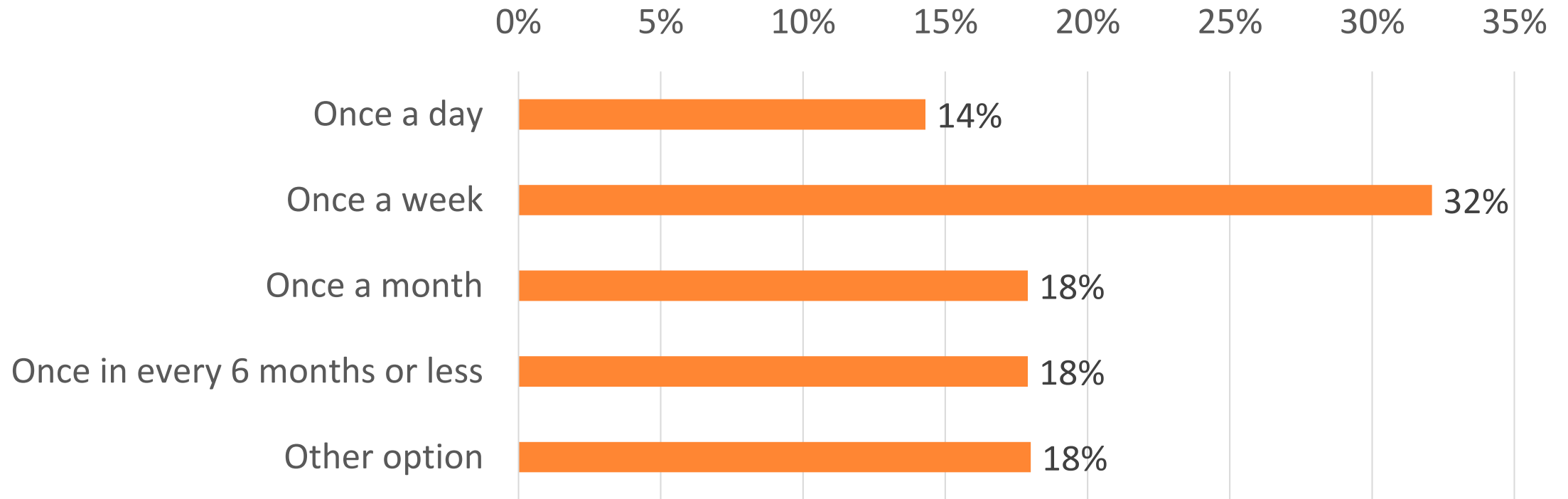
Survey of pharmacists at closed-type pharmacies regarding the electronic patient information leaflet pilot project: results

Rīga, 08.07.2022

Characteristics of data collection

- **Research method:** online survey; conducted 27.04.-29.06.2022
- **Respondents:** 28 pharmacists at closed-type pharmacies*
(*In total, there are 29 closed-type pharmacies in Latvia (data updated: 08.06.2022))
- **Aim of survey:** assess pilot project of the State Agency of Medicines (SAM) which evaluates the use of electronic patient information leaflets (PIL) instead of paper PILs in packaging of medicines used in hospitals
- **Distribution:** to clients via e-mail, communication via phone inviting to complete the distributed survey form

1. How often do you use medicinal product PILs in your daily practice?



Other options: 1) Once in 3 months; 2) There isn't a specific frequency, but rarely; 3) I use only electronic summaries of product characteristics (SPCs) containing more information; 4) I use SPCs not PILs; 5) I use the Medicinal Product Register.

2. For what purpose do you use medicinal product PILs?

I use them to clarify:

- Dosages (4x)
- Methods of administration (3x), preparation for administration (2x)
- Medicinal product use (8x), including information regarding:
 - correct use of medicines (2x)
 - type of use (2x)
- Indications (5x)
- Adverse reactions (3x)
- Interactions, storage conditions, compatibility with solvents, stability
- Information regarding medicines (2x)

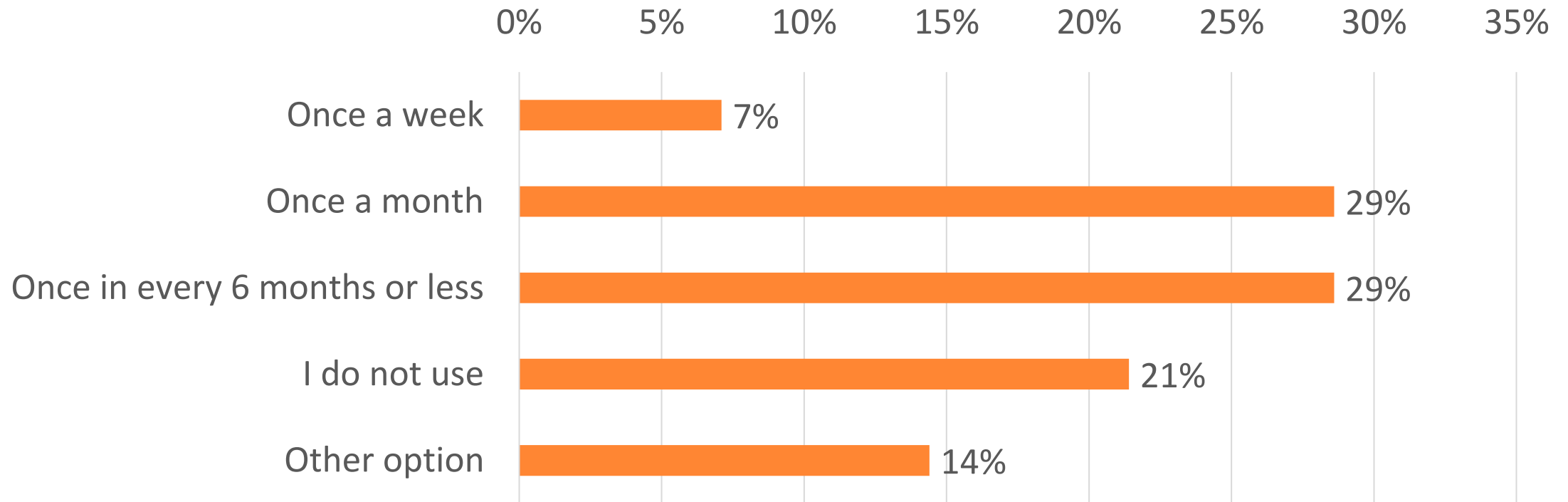
I use them, if:

- The medicinal product is new
- The medicinal product is unauthorised
- There are more specific questions regarding medicines from wards/head nurses (8x), including:
 - e.g., medicinal product storage period/ stability after dissolution, dosage, use and length of use, frequency of administration, prescription priority

Summary of product characteristics (SPC):

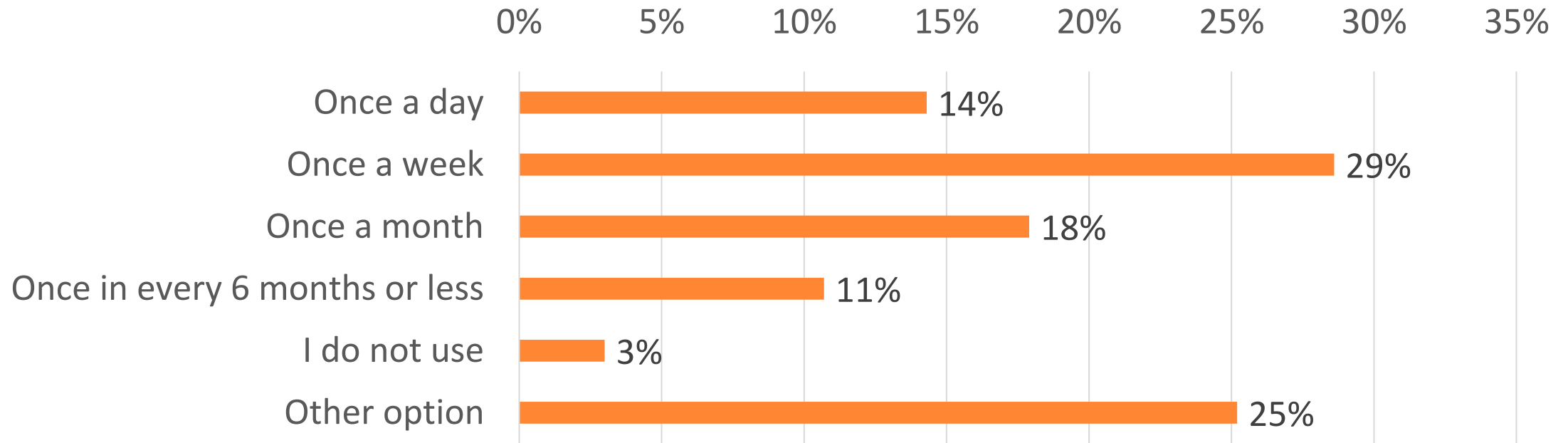
- In the SPC, I look for methods of administration, sometimes indications and mainly Section 6, how to correctly use, prepare, what is the stability of the prepared injections
- I use the SPC to find official information regarding dissolution and dosage of medicines

3. Do you use the paper PIL in the medicinal product packaging?



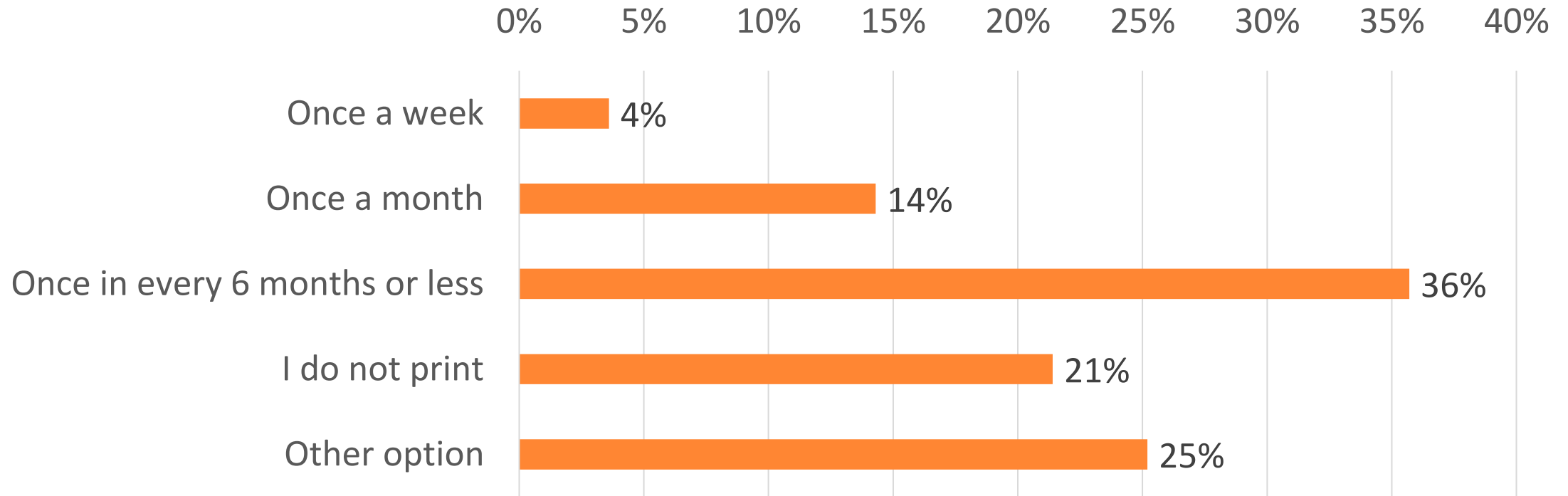
Other options: 1) As needed; 2) When electronic PILs are not readily available (e.g., for unauthorised medicines); 3) I do not use paper PILs. I find all the necessary information in SAM's Medicinal Product Register where electronic PILs are available; 4) PILs are given to the wards together with the medicines.

4. Do you use electronic PILs (e.g., on websites of SAM and European Medicines Agency)?



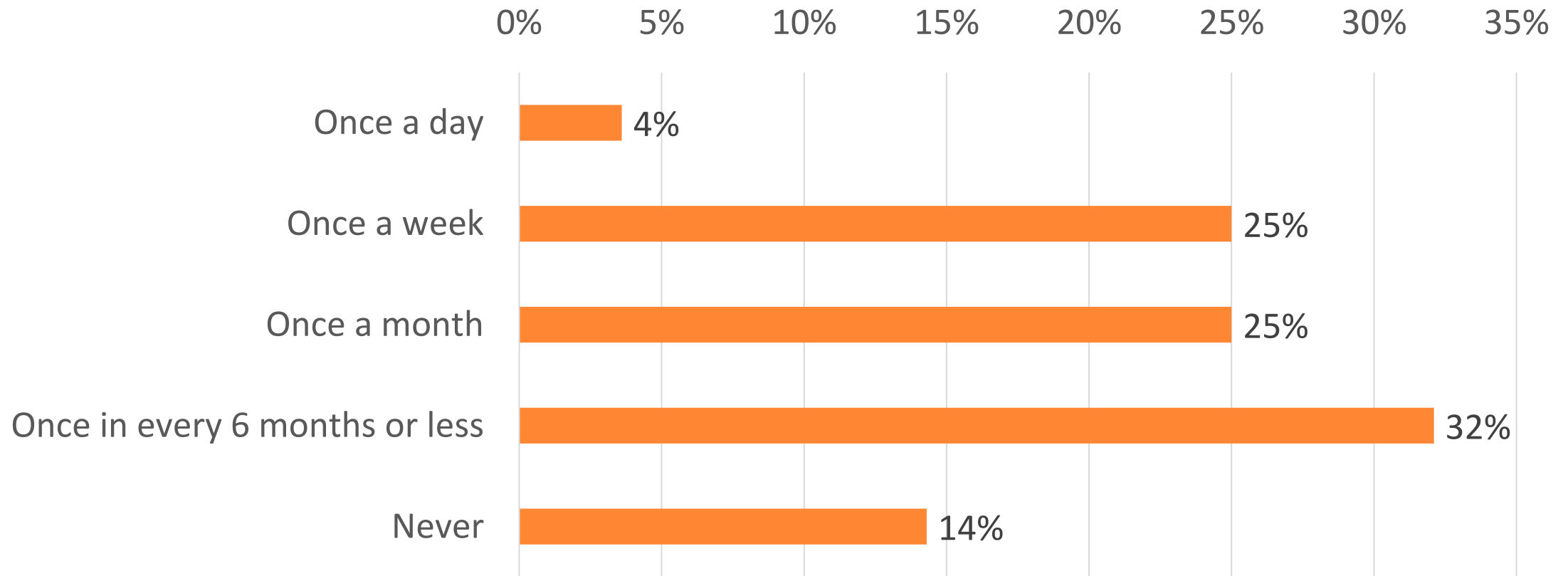
Other options: 1) As needed (3x); 2) Rarely; 3) Once in every 3 months; 4) I use SPCs (3x).

5. Do you print PILs available online?



Other options: 1) Very rarely, a couple of times over several years; 2) Very rarely, when I need to prepare information for another person; 3) As needed (2x); 4) In case of a new medicinal product and request from a healthcare worker; 5) I print SPCs; 6) More often I forward them via e-mail.

6. How often do doctors or other healthcare specialists turn to you to obtain PILs or instructions for use?

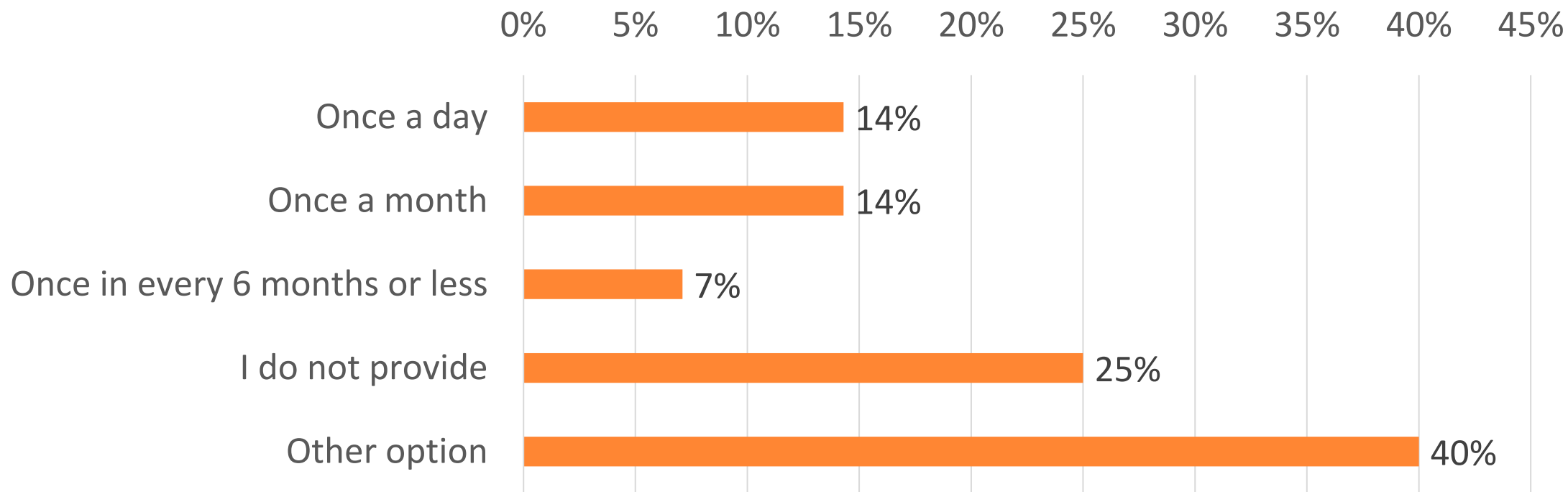


7. In which situations doctors or healthcare specialists come to you?

They come to me to clarify:

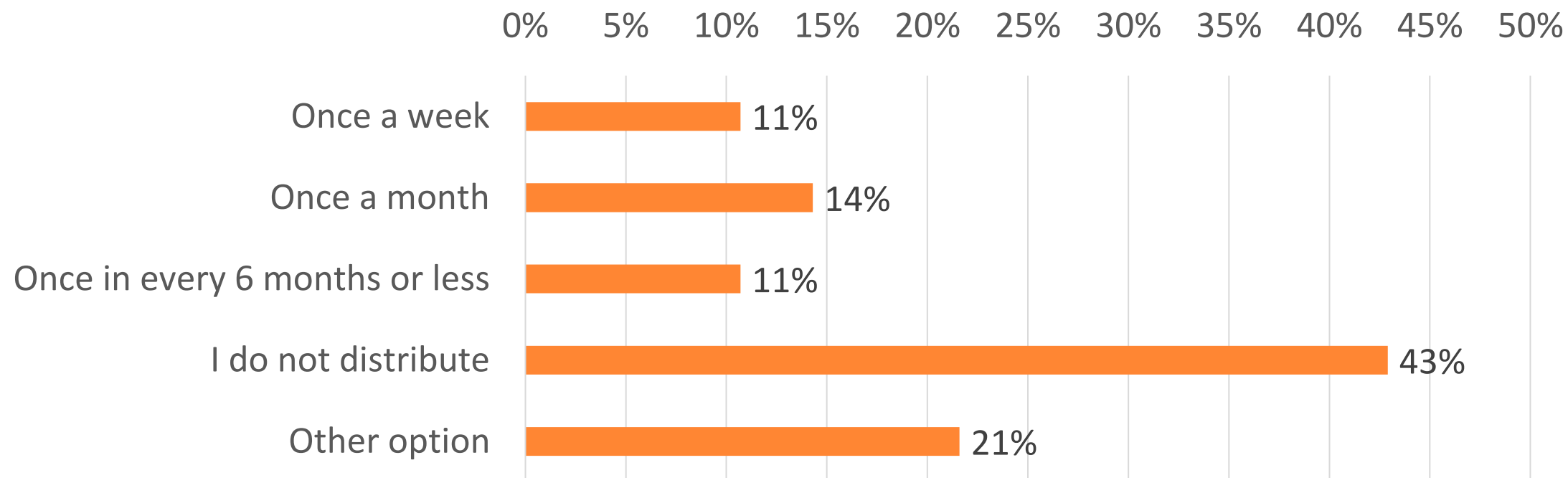
- Dosage (7x)
 - Administration (dissolution or dividing, gastric tube, etc.), mode of administration, frequency, preparation for administration
 - Medicinal product use (6x), length of use, use in children
 - Indications (2x)
 - Stability, amount of active substance
 - Possible adverse reactions
 - Contraindications
 - Storage (2x), including:
 - storage of antibiotics after opening the packaging
 - Conditions for prescribing
 - Prescription priority
 - Specific questions regarding interactions (2x)
 - When prescribing medicinal products for the first time (5x)
 - Regarding very rarely used medicinal products (2x)
 - To get information regarding available medicines
- When they cannot find/ understand the PIL or it is not readily available
 - Regarding medicines unauthorised in Latvia (5x), including:
 - information regarding administration and dosage of unauthorised medicines
 - when the medicines do not have a PIL in Latvian (a copy for unauthorised medicines is stored in the pharmacy)
 - For various reasons
 - They rarely do because there are computers on the wards and the information is available to healthcare specialists
 - They do not come to me (2x)

8. Do you provide the paper PIL in the packaging (to doctors or patients)?



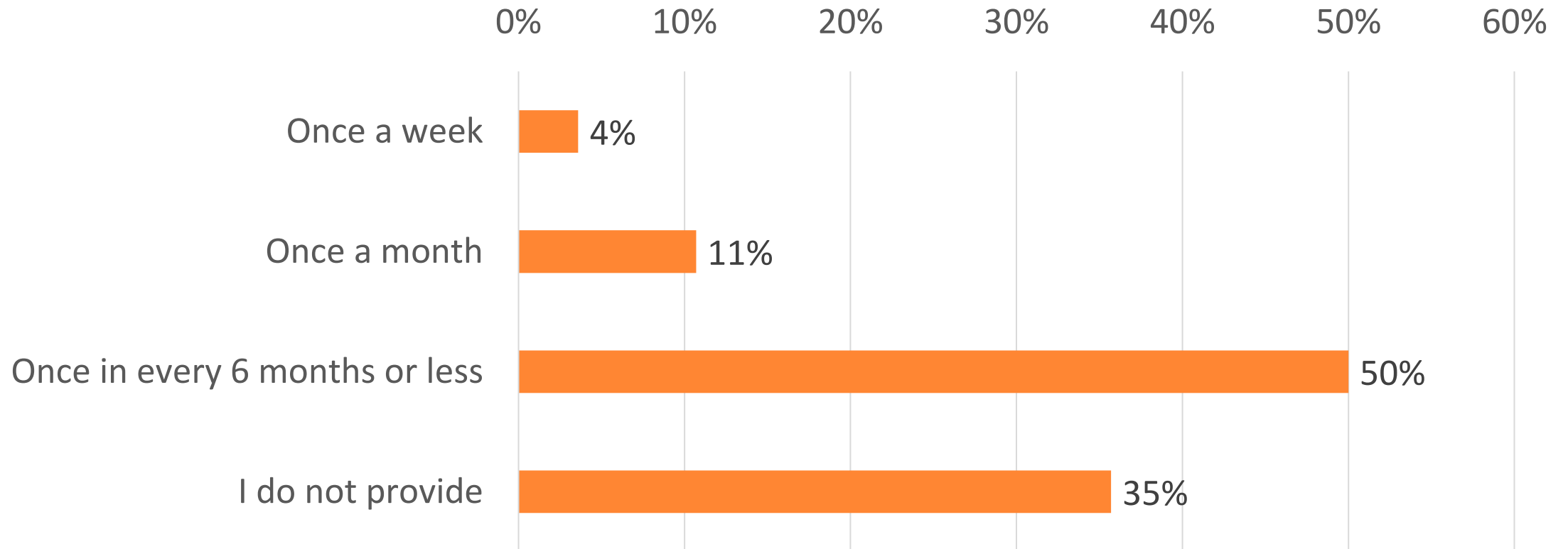
Other options: 1) Unopened packaging is issued to the ward together with the PIL inside the packaging (7x); 2) If doctors or nurses have any questions, I forward them the SPC; 3) Rarely, mostly for unauthorized medicines; 4) Very rarely, when the medicines are not available on the ward; 5) I prepare an educational material, based on the SPC and databases, regarding the medicines the doctor is interested in.

9. Do you distribute the electronic PIL (to doctors or patients)?

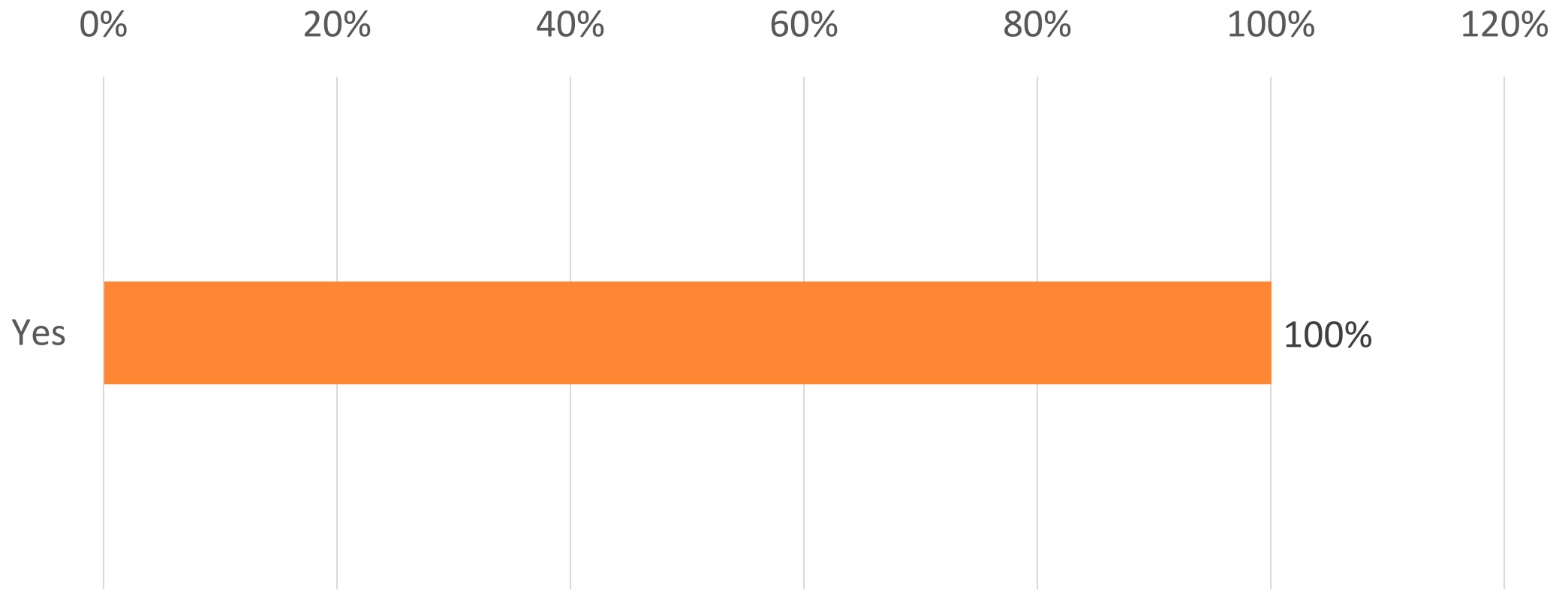


Other options: 1) For unauthorized medicines we publish the translated PIL on the intranet where it is available to every hospital employee; 2) Hospital employees have access to the information available in SAM's Medicinal Product Register; 3) If needed, I remind them that the electronic PIL is available on SAM website; 4) More often I explain where the PIL can be found; 5) Only if someone asks for information; 6) There hasn't been such a need.

10. Do you provide a printed copy of PILs available online (to doctors or patients)?



11. Are electronic PILs easily accessible for doctors and other healthcare specialists in the hospital setting?
(All 28 respondents answered “Yes” to this question)



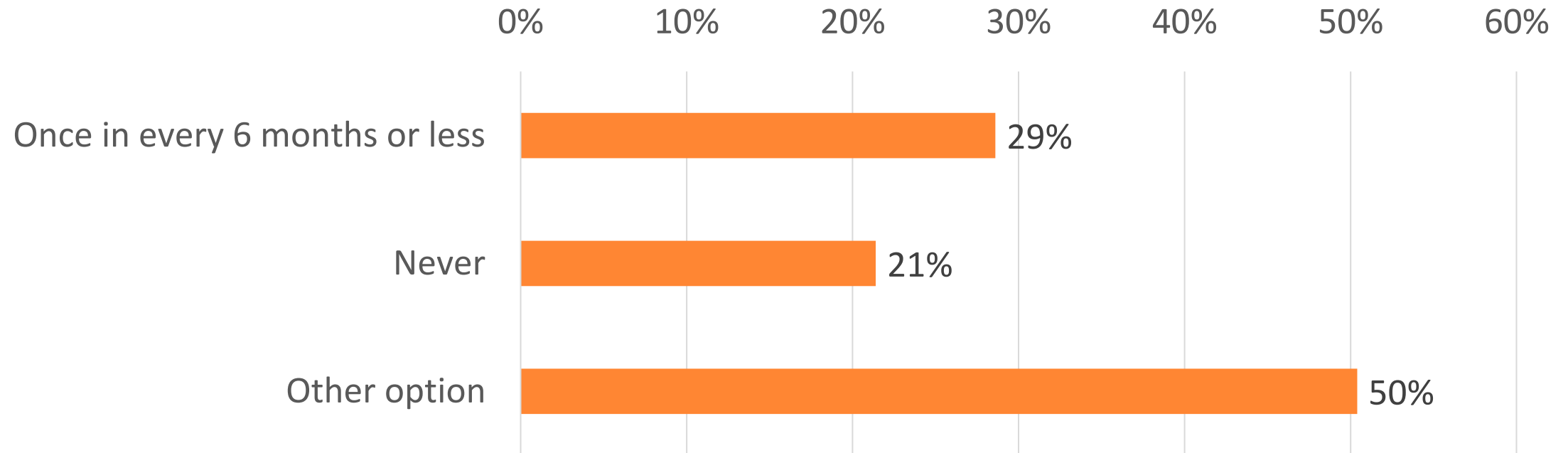
11. If electronic PILs are easily accessible for doctors and other healthcare specialists in the hospital setting, how can they be accessed:

- Medicinal Product register on SAM website (12x), including the following answers:
 - Medicinal Product Register with the included PILs and SPCs
 - computer with internet access to visit Medicinal Product Register on SAM website
- Medicinal Product Register and website of SAM and the European Medicines Agency (2x)
- Hospital Intranet (information regarding unauthorised medicines)
- Google

Unspecified:

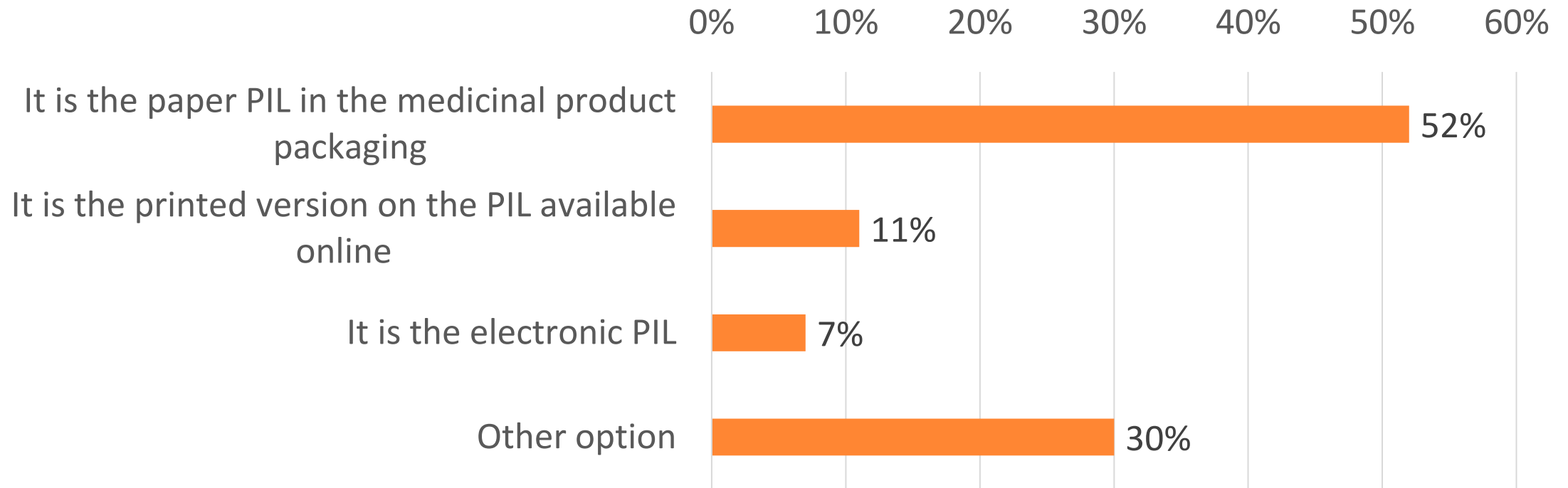
- Computer (9x), including the following answer: computers with internet access are available on wards, so PILs may be viewed
- Phone
- Sent via e-mail
- Websites are available
- Internet (4x)

12. How often do patients express the wish to see PILs of medicines administered at the hospital?



Other options: 1) I don't know, I don't have that information (12x); 2) It is not the responsibility of pharmacies; 3) Rarely, when it is necessary to ensure long-term use.

13. If a PIL is provided to the patient:



Other options: 1) I don't have that information (4x); 2) I do not work with patients; 3) The pharmacy does not provide PILs to patients; 4) I have not received information that patients on wards have asked for PILs; 5) The packaging is not issued in the hospital, but medicines are distributed after prescription; 6) It is the competency of healthcare specialists or upon patient's request; 7) Knowing the availability of electronic devices in the hospital, it would be the paper PIL; 8) Copy.

14. If it is possible to give patients access to electronic PILs in the hospital, how is it ensured:

- Only using patient's personal smart devices (5x)
 - Sent to patient's phone
 - Only if the patient can access SAM website on their mobile device
- In printed format (2x), including:
 - The PIL would be printed as we don't have tablets that would provide patients with access to electronic PILs. Desk computers are not intended for this use, they are limited in number and located in doctor/nurse offices where patients are not permitted as sensitive data (patient histories) are stored in these rooms
- Only in paper format (2x)
- It is the competency of healthcare specialists (2x) / With the help of the head nurse
- Internet and computers are available on all hospital wards
- Wards have not expressed such necessity to the pharmacy
- It is not the responsibility of the pharmacy
- It is not possible for patients to access electronic PILs in the hospital (5x)
- I don't know (4x)

15. If it is possible to give patients access to electronic PILs in the hospital, then what are the advantages and/or disadvantages of providing electronic PILs in your opinion?

Advantages:

- Availability of the most up to date information regarding medicines
- Electronic PILs are always available
- Convenient (3x), including:
 - Electronic access is convenient for healthcare professionals – it is easier and faster to find the necessary information;
 - It is convenient to browse from a smart device at any time. It may be printed, if necessary.
- Paper economy, decreased pollution
- No unnecessary papers

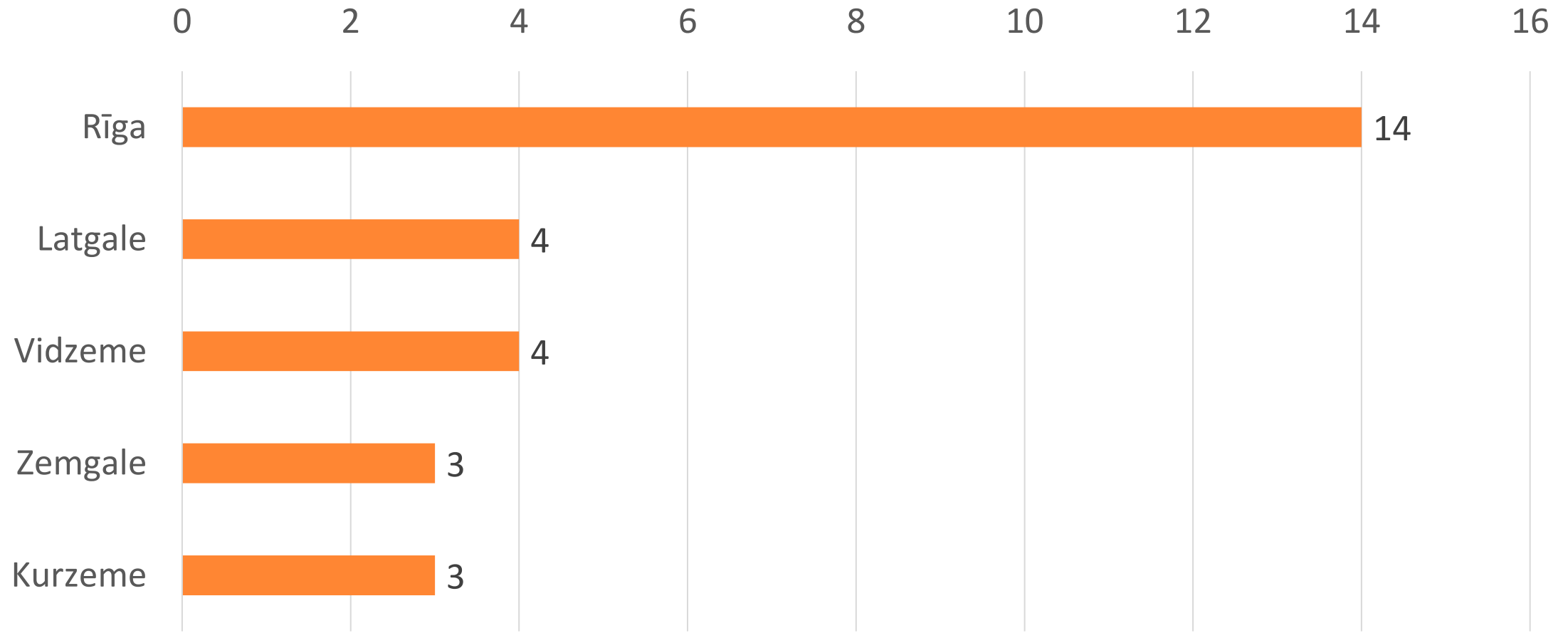
Disadvantages:

- It is difficult to read Word documents on a smart phone (PILs are in Word format)
- Elderly patients do not have smart devices
- Printed paper PILs will have to be provided to elderly patients
- It is not common practice in the hospital to ensure access to electronic PILs – if a patient wanted to see the PIL, it would have to be printed
- I would provide a paper (printed) PIL to the patient
- Not all patients can comprehend information by reading it on the screen of a smart device
- Paper PILs may be reread repeatedly at any time without assistance
- I assume that the PIL will be available only on the personal device
- The doctor or nurse must spend time to find the PIL online and print it out or to get in touch with the hospital pharmacy and receive from the pharmacy a printed PIL or the electronic one via e-mail.

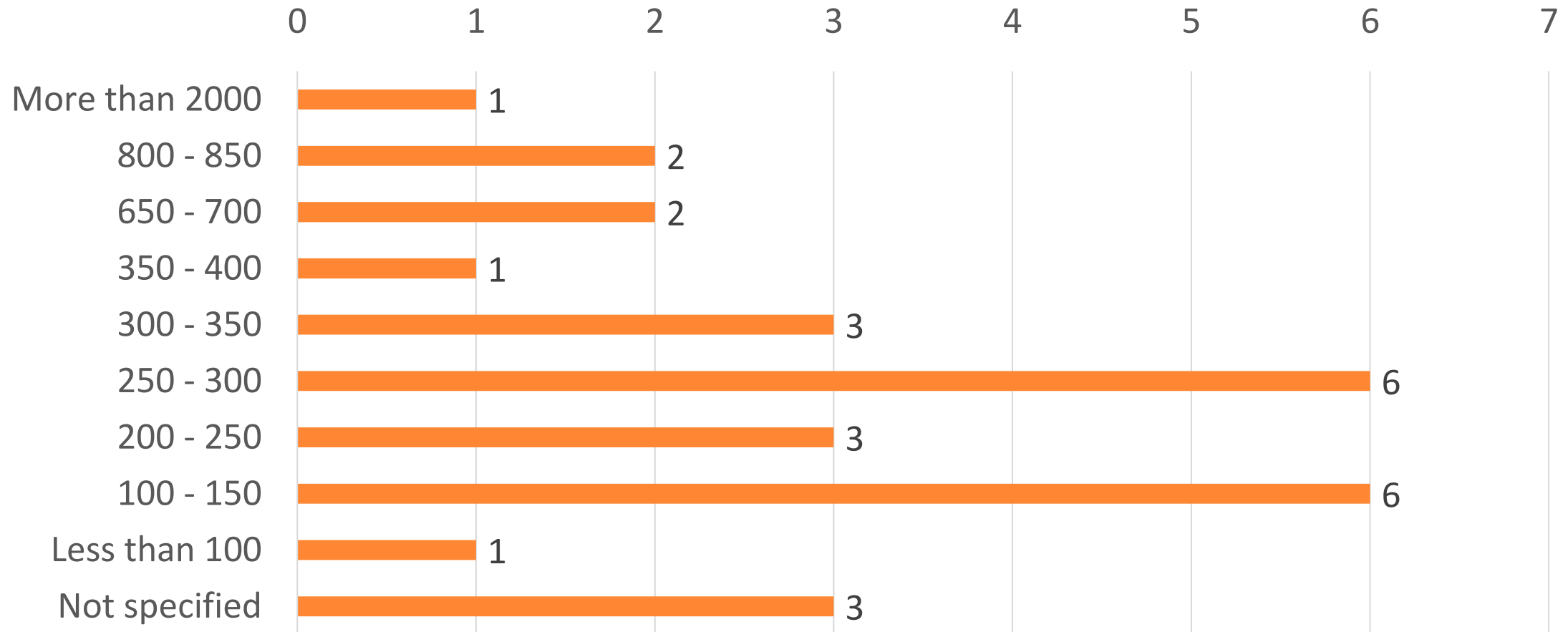
Other opinions:

- I am unsure whether so much information is necessary and how much of it will the patient comprehend, and will it help in the recovery process!
- In the hospital, the patient should trust the doctor

Respondents represent the following regions:



Please clarify the number of beds in your hospital:



Thank you!

Riga, 08.07.2022