

Utilization of Video-conferencing for Pediatric Eczema Follow-up by Pharmacist

Chen Mee Kuan
Outpatient Pharmacy
9th Mar 2021

Overview

- Background
- Use of video-conferencing (VC) and collaborative agreement in follow-up management
- Experience
- Conclusion



Restricted, Non-Sensitive

Background

- All pediatric patients newly diagnosed with mild to moderate eczema by dermatologist are referred to a trained pharmacist for eczema counseling
 - Enhances caregivers' understanding of the “wax and wane” nature of eczema
 - Improves caregivers' knowledge of the management of child's condition

Restricted, Non-Sensitive

Background

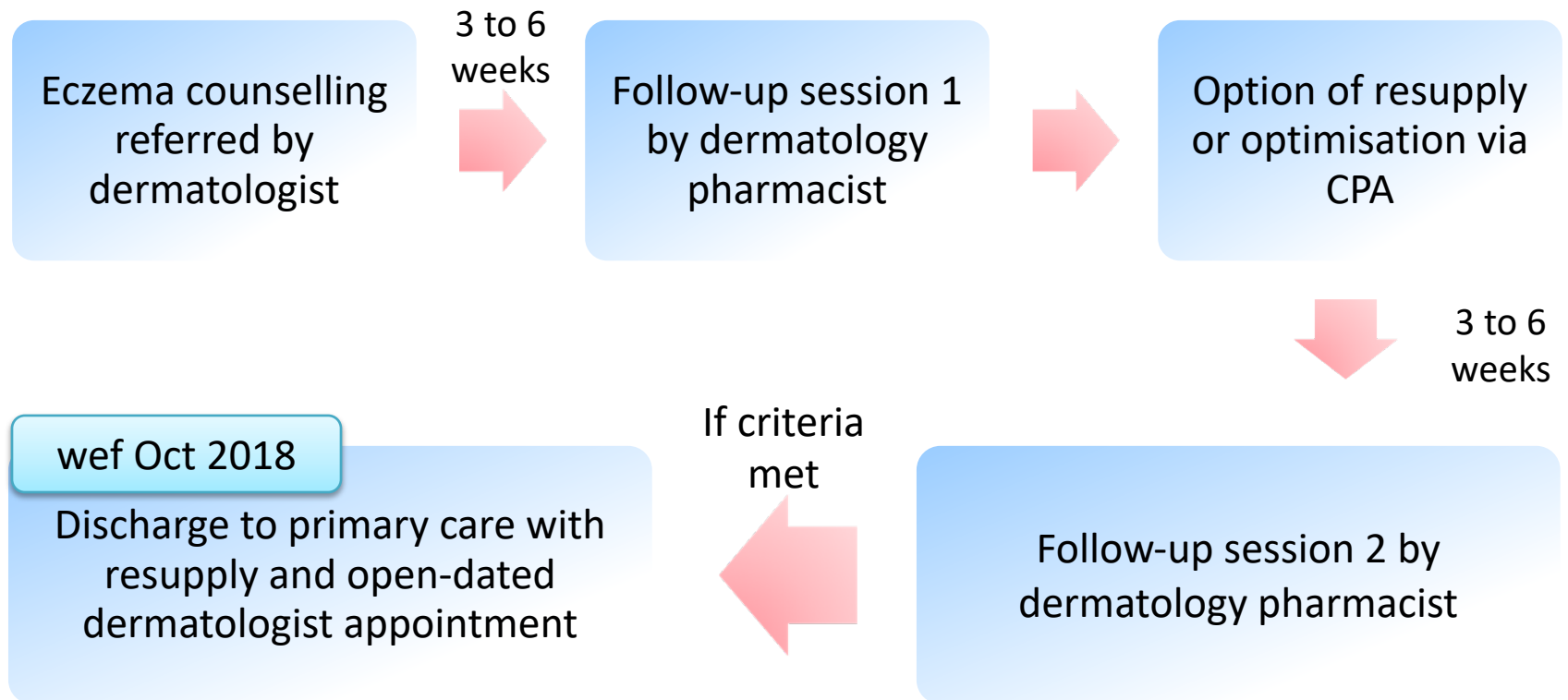
- Follow-up consult(s) conducted by trained dermatology pharmacists thereafter
 - Assessment of child's response to treatment
 - Platform for reinforcement of knowledge
- Use of telemedicine follow-up service implemented in early 2017
 - Served approximately 879 unique patients to date
 - Of which, around 295 sessions were conducted via video conferencing (till Jan 2021)

Background

- Experience through follow-up consult(s) with caregivers
 - Request for additional supply of prescribed medications due to frequent flares
 - Request to postpone or cancel subsequent appointment if eczema is well-controlled
- Development of institution-based collaborative prescribing agreement (CPA) to allow resupply or optimization of topical medications, and discharge to primary care physicians

Restricted, Non-Sensitive

Collaborative Prescribing Agreement



Restricted, Non-Sensitive

Use of VC for follow-up management



- VC conducted via Vidyo or Zoom
 - Secured platform
 - VC can only be used by staff who have received specific training
- Aims of follow-up:
 - Evaluate patient's response and usage of prescribed medications
 - Serves as a platform for caregivers to raise any doubts or queries
 - Optimization of patient's management may be made after evaluation via VC or photos sent by caregiver

Restricted, Non-Sensitive

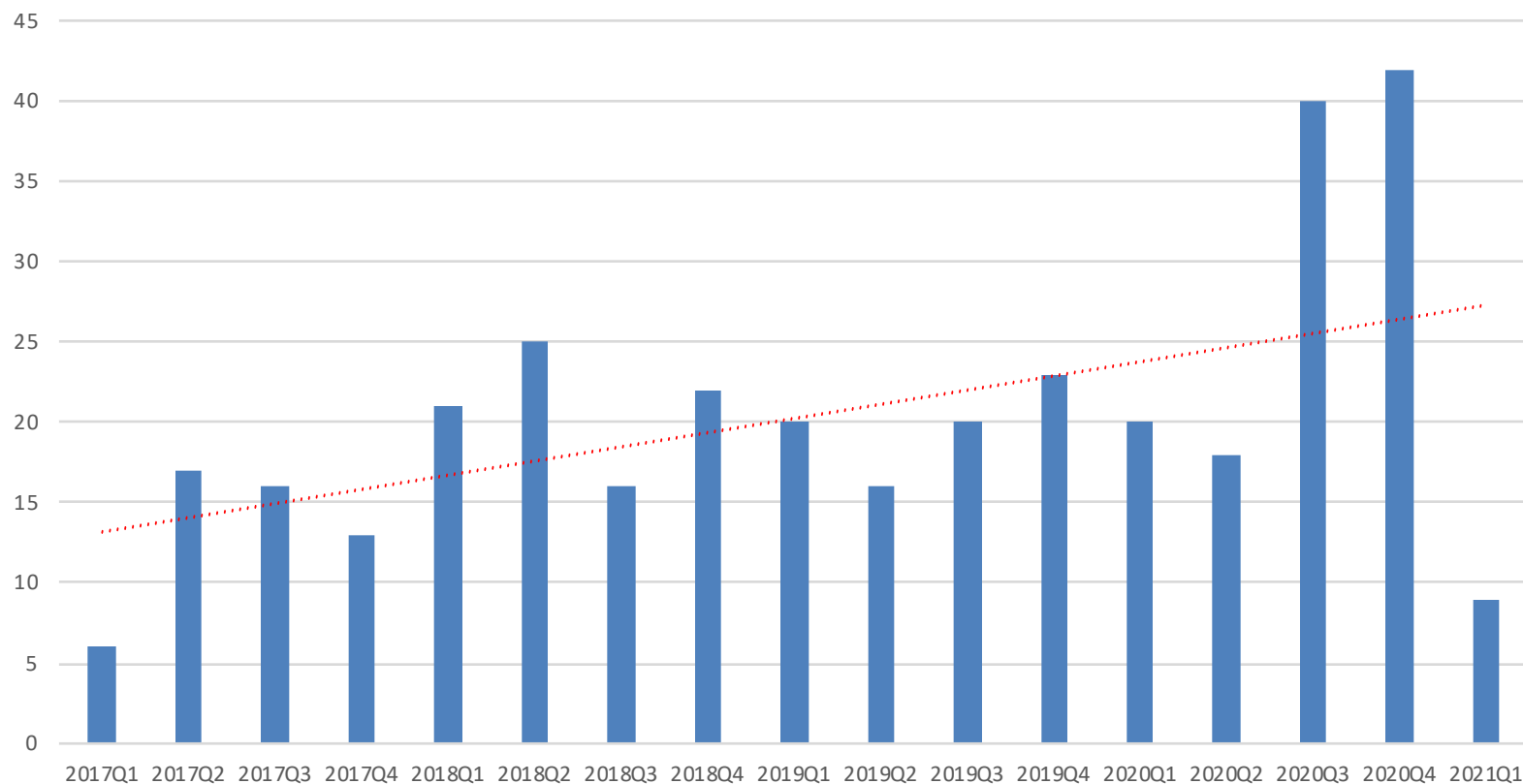
Use of VC for follow-up management

- Verifies proper usage of prescribed treatment¹
- Serves as a communication platform to help patients manage condition and medications¹
 - Allows real-time evaluation of response to prescribed treatment
 - Allows objective evaluation of patient's condition
 - Prior to resupply or optimization of prescribed medications by dermatology pharmacists via institution-approved collaborative agreement
 - Helps to evaluate if earlier referral may be warranted
 - Helps to determine if patient's eczema is well-controlled for discharge to primary care physician

1. Alexander E, Butler CD, Darr A, Jenkins MD, Long RD, Shipman CJ, Stratton TP. ASHP Statement on Telepharmacy. Am J Health Syst Pharm 2017; 74:e236-e241 doi:10.2146/ajhp170039

Experience with use of VC

Number of patients for 1st VC

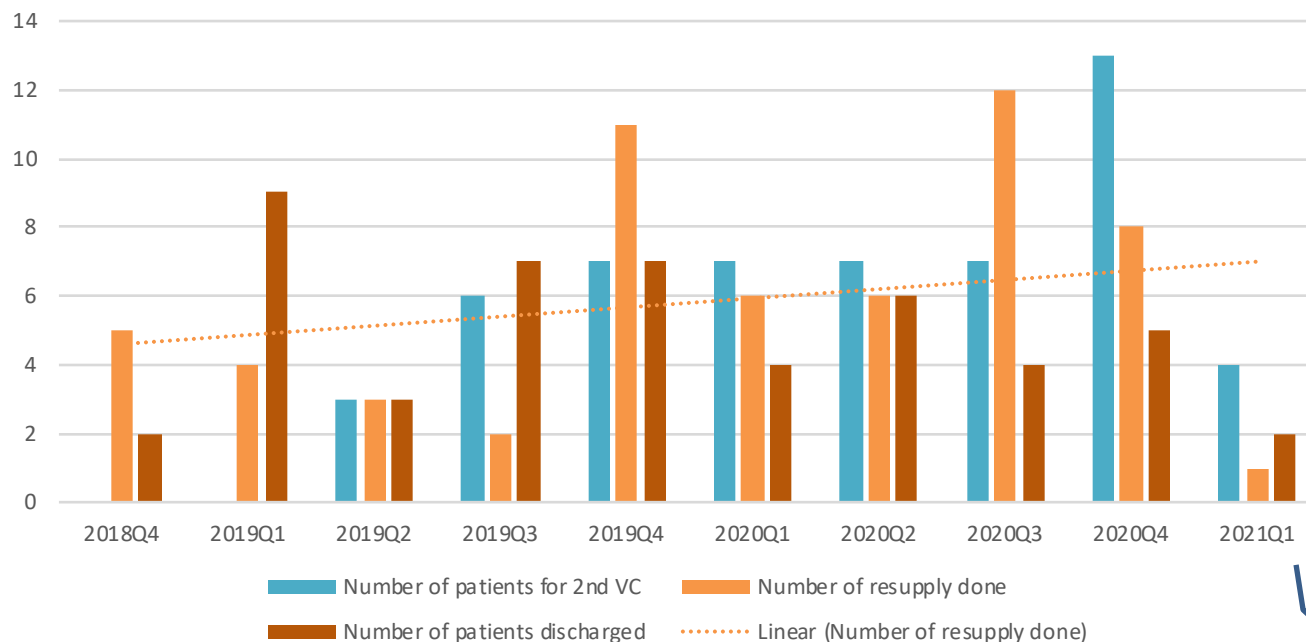


Data collated up till Jan 2021

Restricted, Non-Sensitive

Experience with use of VC

Use of VC with CPA (wef Oct 2018)



Discharge ~2 patients/month

Data collated up till Jan 2021

Charges	
Subsidized follow-up consultation in KKH	From S\$30.90
VC (part of counseling package)	S\$16.00
Cost-savings per patient	S\$14.90

Restricted, Non-Sensitive

Experience with use of VC

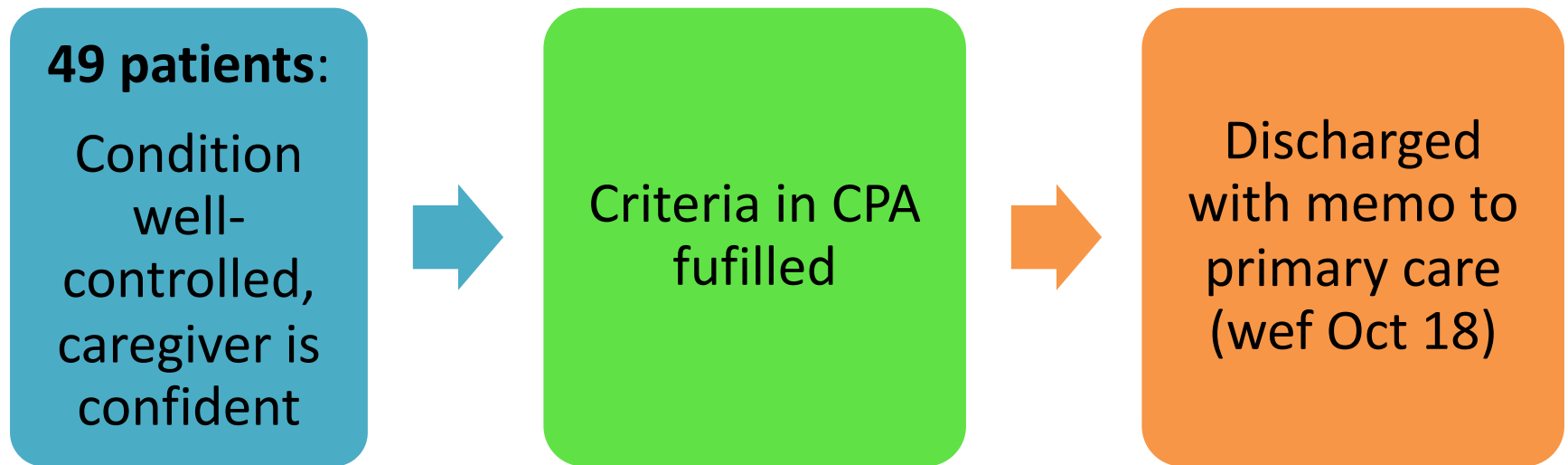
- In a survey gathered over a 12 month period:
 - 100% of caregivers responded 'Yes definitely' on their satisfaction with the pharmacist's ability to advise on problems they might have with their child's medications during the follow-up consult.
 - 100% of caregivers responded 'Yes definitely' to whether video conferencing will save them travelling time and money.
 - At least 1 hour would have been saved in terms of travelling time compared to a hospital visit.

Experience with CPA

- Resupply of topical medications were done for 58 patients without a need for an additional dermatologist consult (till Jan 2021)
- Ensures optimal control of patient's condition
- Empowers trained dermatology pharmacists to play a bigger role in management of pediatric eczema patients

Restricted, Non-Sensitive

Experience with CPA



- Saves caregiver and patient's time and transport cost
- Frees up clinic slot for patients with more severe conditions and new diagnoses

Restricted, Non-Sensitive

Discussion

- Use of VC allows a more detailed assessment of patient's condition, at their convenience
- Timely intervention via VC follow-up
 - Reduces patient's discomfort
 - Potentially provides other intangible benefits to patient care
 - Time and cost saving
 - Improved patient's satisfaction and confidence

Restricted, Non-Sensitive

Discussion

- Use of CPA aids in ensuring optimal management of patient condition
 - Resupply or optimization of medications when required
 - Decant patients with well-controlled eczema to primary care physicians
- In all instances, the dermatologist in-charge were kept updated of changes to their patients' care plans and advice is sought where applicable

Restricted, Non-Sensitive

Challenges

VC uptake increased during the Circuit Breaker as some parents were working from home

- Fixed VC time slots on **weekdays**
 - Working parents and/or patients who are at childcare/school unable to commit → eligible patients who may be benefited from the service are dropped out
- Technical issue
 - Poor audio/video quality (low volume, background noise, garbled sound, pixelated screens) → can be minimized by advising caregiver to wear a headset and move to a well-lit area
- Lack of Zoom-OAS integration – reminders sent manually
 - Zoom meeting ID, password and URL will be sent via SMS → administrative time required

Restricted, Non-Sensitive

Learning Points

- Tips to increase acceptance rate of VC for subsequent follow-up(s)
 - Inform parents/caregivers about the aims and components of the service with the use of a patient information leaflet (PIL)
 - Educate parents/caregivers on VC as well as the application used (Zoom Cloud Meetings)

Most people have utilized VC due to the current pandemic, hence they are more receptive to this service now. We do provide assistance to download the application onto parents' mobile devices, if needed.

Restricted, Non-Sensitive

Thank you