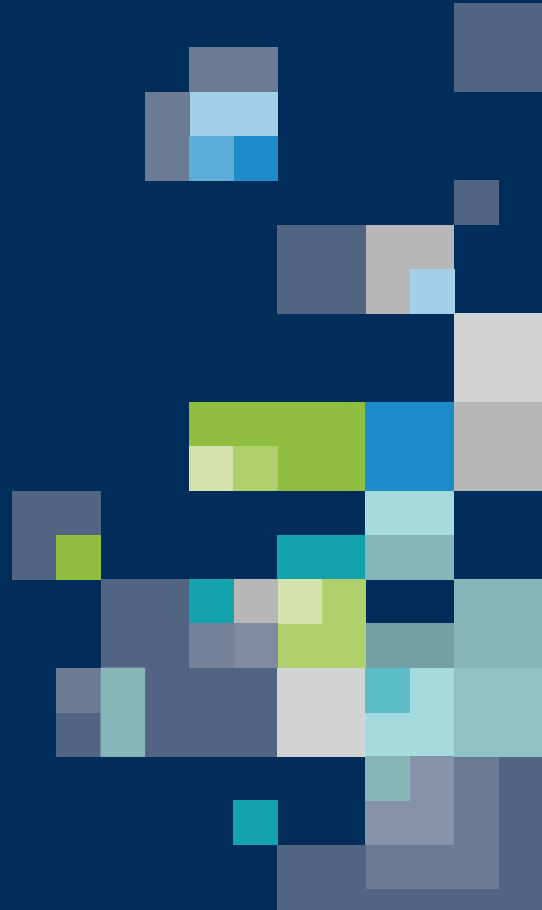


# Pharmacists as providers: The patient perspective

CSHP Seminar 2020

Crystal Nguyentan, Melvin Quindoy, Julie  
Lim, Lizzy Hays, Khalen Hudson



# Background



- Healthcare is team-based
- Pharmacist interventions help!
- How do patients feel about pharmacists?

# Objective



We sought to explore the **patient-pharmacist relationship** and understand the *perceptions, attitudes, opinions, and beliefs* that patients have about how pharmacists can improve care.

# Methods

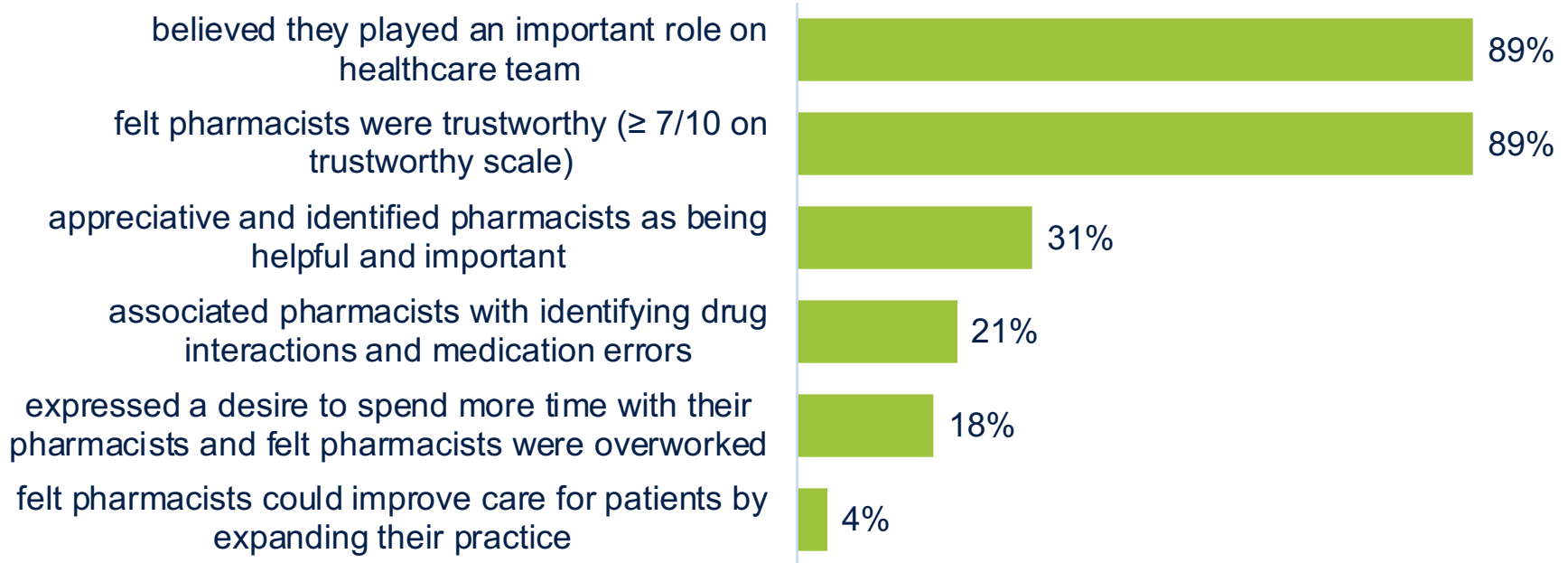
- 28 in-depth interviews
- UCSF surgical waiting room and Walgreens
- September 2019 - March 2020
- Transcribed and coded using grounded theory approach



# Results



## Perceptions of Pharmacists





- *“It’s unfortunate that you don’t know your pharmacist and you just hope you can trust whoever’s counting out your medication.”*
- *“I just wish they had more time to make you feel like you’re important and that what you’re going through at that time is important. I just wish they had more time to make your moment matter.”*
- *“I think they are an integral need in the community because they are easily accessed and they can provide information that is very [important] and they can get information from the doctors expediently instead of making numerous phone calls and pressing numerous prompts trying to speak to a nurse or a doctor.”*
- *“a pharmacist helps the patient or family members of the patient understand exactly what they're taking and give them an idea about the medication, reasons you’re taking it, the contraindications, the things to look for, just helps the patient to have knowledge about the medication that they're taking . They also help the doctor to understand ‘Hey, Doc, you might want to have a second look at this. Here's what's going on.’ They are the gatekeeper for medication distribution to the public.”*

# Conclusions



improve care

build relationships

more time

valuable

personable



Thank you for listening!