Design and Roll-out of an Automated On-Call Query Database for Pharmacy

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The issue

For the clinician

- On-call queries can be of urgency
- On-call queries can require complex clinical reasoning
- On-call queries can require specialist clinical reasoning

For management

- On-call query analysis takes time
- On-call query analysis is not accessible to all clinicians

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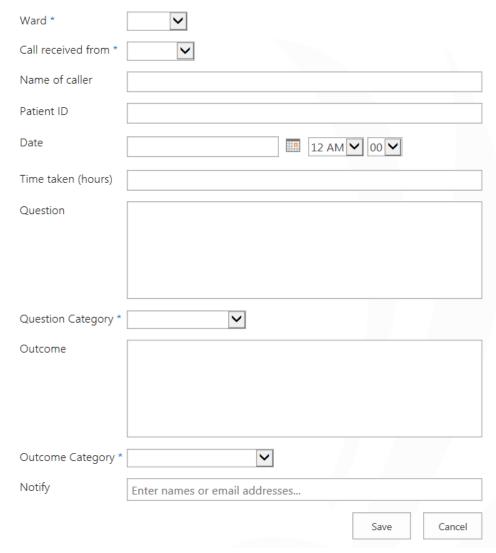Putting your health **first**

The proposal

- A digital solution with the following attributes would be needed:
  - Tailored design specific to the needs of the department
  - Accessible within BHS and outside BHS
  - Easy to use interface for data input
  - Easy to use interface for data searching and review
  - Ability for data to be easily analysed
  - Ability for exporting data for analysis
  - Safe, secure data with back up ability

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The solution

Ward * [dropdown]

Call received from * [dropdown]

Name of caller [text field]

Patient ID [text field]

Date [text field] [calendar] 12 AM [dropdown] 00 [dropdown]

Time taken (hours) [text field]

Question [text area]

Question Category * [dropdown]

Outcome [text area]

Outcome Category * [dropdown]

Notify Enter names or email addresses…

[Save] [Cancel]

- Drop down options offer categorical data input and ease of input

- All text provides basis for searching

- Can be exported for use in Excel for data analysis

- Relevant clinical team members and procurement notified in real time

- Trends in after hours requirements easily reviewed

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