



DRUG INFORMATION CENTRES AND DRUG INFORMATION QUERIES

DRUG INFORMATION CENTRE

A DIC is scientifically derived, documented and an independent body which provides information on drugs and health aspects.

It is an area where pharmacists (or other health professionals) specialize in providing information to health professionals or the public.

- It draws together a range of information resources and makes these accessible to people who know how to make the best use of them.
- It provides unbiased information to health care professionals and/or patients and consumers.
- A drug information center is usually, a unit located within and/or affiliated with a larger organization.
(i.e., a pharmaceutical association, a hospital etc).

HISTORY

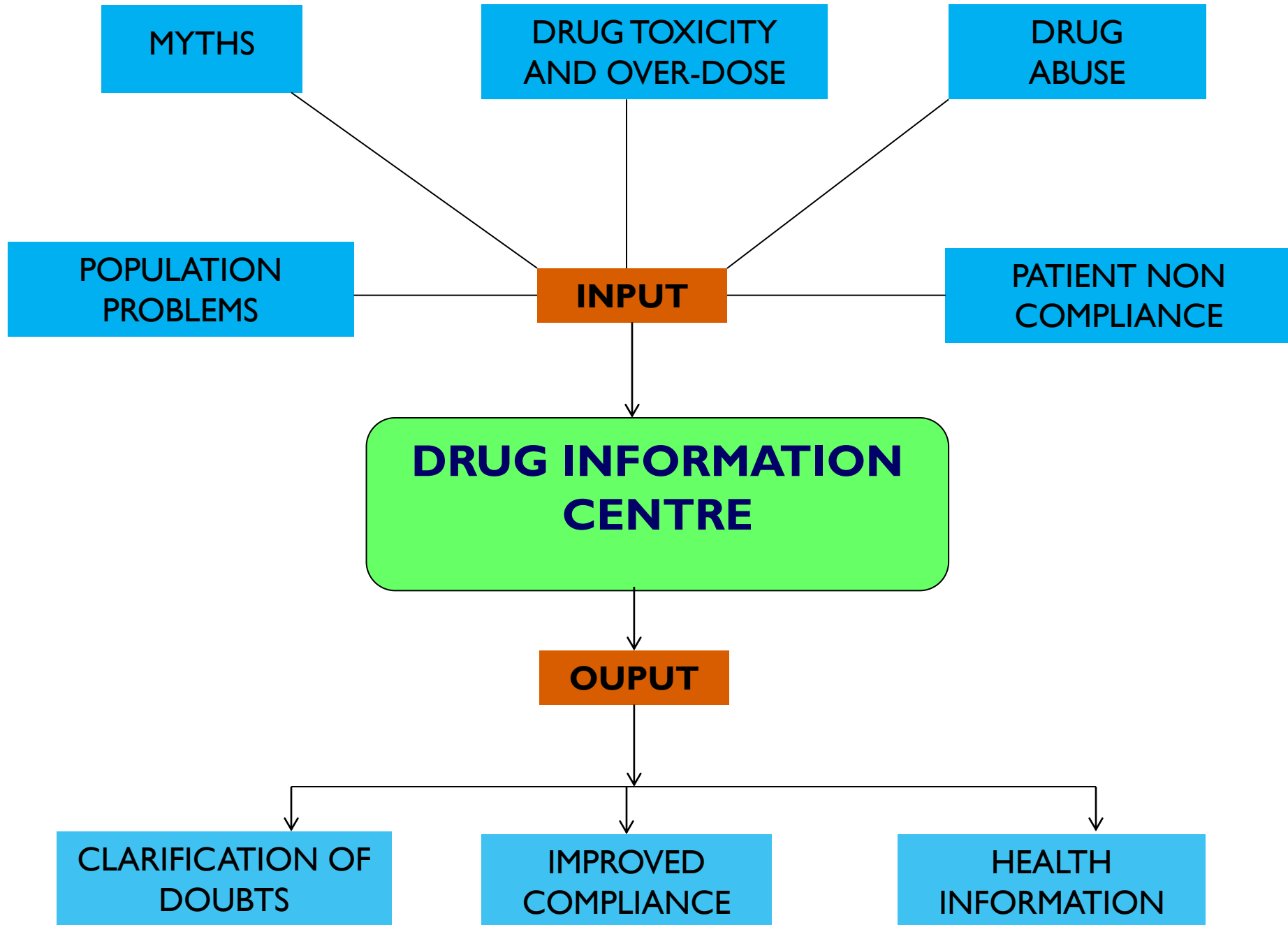
First DIC was developed in University of Kentucky in 1960.

LOCATION

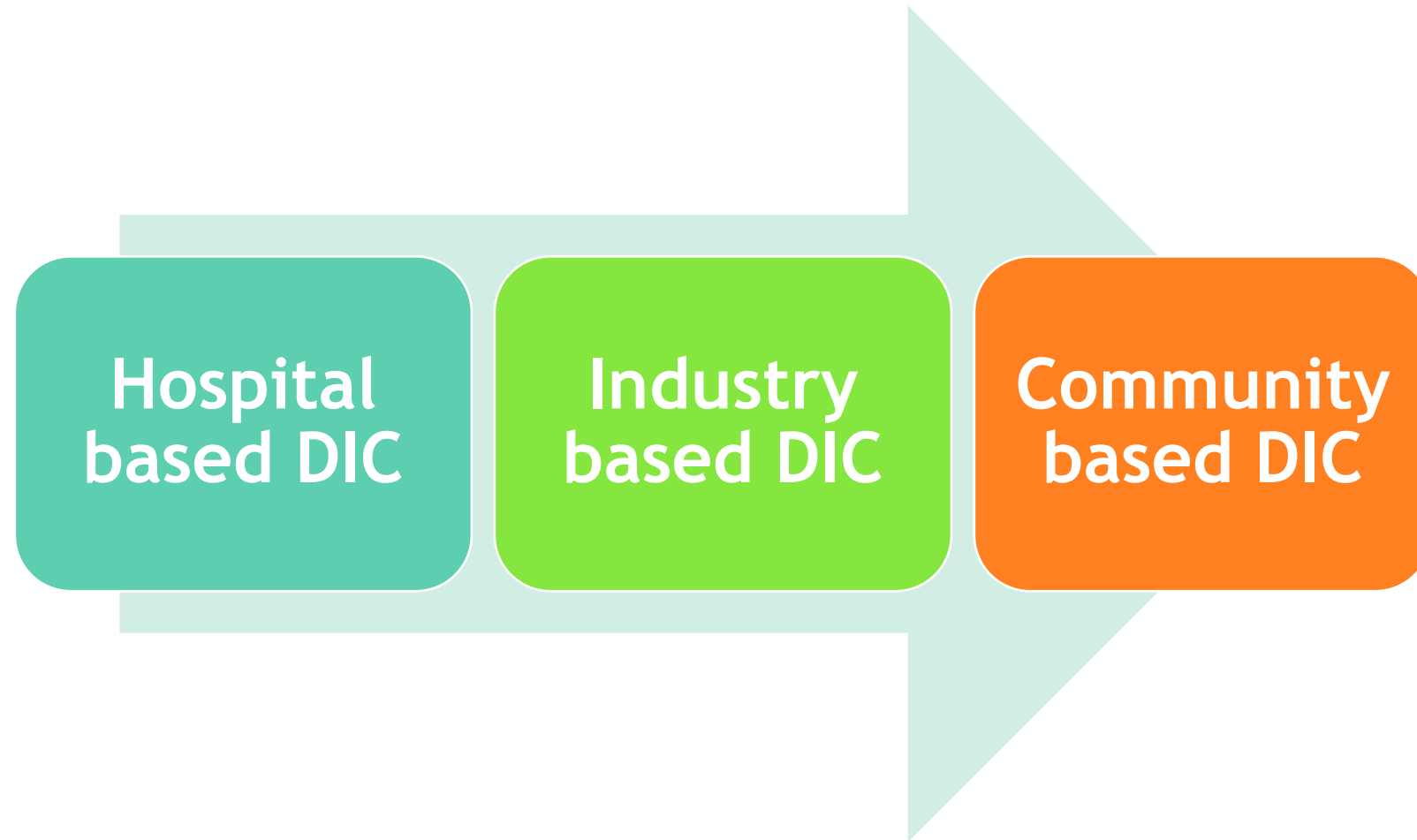
- ❖ Should be located in a separate section of pharmacy.
- ❖ It contains medical texts, journals, and large number of reference texts, photocopying facilities and audio-visual arrangements.

OBJECTIVES

- ❖ To uplift the profession of pharmacy by bringing better interaction between the pharmacist and the community.
- ❖ To improve patient compliance with drug-dosage regimens, and to improve therapeutics outcome.



TYPES OF DIC'S



FUNCTIONS

1. Promoting rational drug evaluation and therapeutics
2. Patient specific consultations
3. ADR reporting
4. DI monitoring
5. DI with diagnostic tests
6. Drug utilization review
7. PTC related functions
8. Investigational drug information
9. Publication of news letters
10. Teaching and educational activities
11. Consumer awareness programs and community pharmacy based activity
12. Literature retrieval services

ORGANIZATION AND SPACE

PERSONNEL

- ◆ The number of personnel required depend on the range of activities offered and the hours of service.
- ◆ The professional staff should include a **full-time clinical pharmacist or a clinical pharmacologist**.
- ◆ Clinical training and experience is essential for effective communication with clinicians.
- ◆ Other important attributes are **computer skills, literature analysis, editing and library management**.
- ◆ Secretarial assistance and support staff for maintaining equipment and cleaning.

POLICY AND PROCEDURES

- ◆ Policy means general outlines (framework) and Procedures means detailed outlines (how to). Both helps in smoothing the operation of the DIC.
- ◆ Policy and procedure development depends on type of the DIC and scope of service.
- ◆ It is subdivided into Administrative and professional guides.
- ◆ It is means of evaluating job performance and is an important elements in case of conflict.
- ◆ It also answers the various questions like What, when, where it should be done and who should do it and how.

EQUIPMENT

Basic equipment required for a centre include:

- ◆ Furniture - desks, chairs, shelving
- ◆ Communications - telephones, internet access
- ◆ Computers - including external data backup, printer
- ◆ Software - for word processing, spreadsheets, databases and presentations
- ◆ Photocopier
- ◆ Textbooks and electronic information resources

TYPES OF DRUG INFORMATION QUERIES

Answering health care professionals' questions related to:

- ◆ Pharmacy and Therapeutic committee (P&T)
- ◆ Drug Use Review (DUE) / Evaluation
- ◆ Adverse Drug Reaction Reporting (ADR Program)
- ◆ Investigational Drug Program
- ◆ Education and Training - Publications (Newsletter, Bulletins, Journal, Column)
- ◆ Community Services

Answering patients' questions related to :

One of the 5 R's: Right drug, Right dose, Right dosage form, Right route, Right patient.

- ◆ Drug Interaction
- ◆ Availability / Substitute
- ◆ Drug Identification
- ◆ Formulary Decision

DRUG INFORMATION SKILLS

- ◆ Drug informer should understand the nature of the question and should ask all the needed questions to get the ultimate question
- ◆ Most specialists today use the modified systematic approach designed by 'Host and Kirkwood', these are;

Step I Secure demographics of the requestors

Step II Obtain background information

Step III Determine and categorize the ultimate question

Step IV Develop strategy and conduct research

Step V Perform evaluation, analysis & synthesis

Step VI Conduct follow-up and documentation

Step I ; Secure demographics of the requestors

◆ Who requests?

- ◆ Med/non med personnel
- ◆ Educated/un educated personnel
- ◆ Name/location/phone/email etc of requestor

◆ This determines the type of response that will be given

Step II; Obtain background information

- ◆ Where the requestor heard/read about the drug?
- ◆ Is he/she taking medicine? Why?
- ◆ Is he/she a caregiver/wants to take medicine?

This helps determining what additional information should be provided.

Step III; Determine and categorize the ultimate question

- ◆ Putting the pieces of information together to form ultimate question and once it has been determined, the next step is to categorize the question.

Step IV; Develop strategy and conduct research

- ◆ Strategies should be developed with a typical algorithm with three essential components; tertiary-secondary-primary literature

Step V;Perform evaluation, analysis & synthesis

- ◆ Provider should take time to evaluate the info, analyze and then synthesize it into a good reply

Step VI;Conduct follow-up and documentation

- ◆ Checking with the requestor to make sure his/her question has been sufficiently and completely answered.
- ◆ Of vital importance is to document all the steps taken in this process.