

HPR130

¹International Health Policy Program (IHPP), Ministry of Public Health, Nonthaburi, Thailand ²Drug Information and Consumer Protection Center, Center of Excellence in Pharmacy Practice and Management Research, Faculty of Pharmacy, Thammasat University, Rangsit Campus, Pathum Thani, Thailand ³Health Provincial Office Nakorn Nayok, Thailand ⁴Health Systems Research Institute, Ministry of Public Health, Nonthaburi, Thailand



Methods

Travelling to Pharmacy store

Considering to get CI service

1. Convenient; close to home, very short waiting time
2. Initial self-assessment of symptoms
3. Quality of medication
4. Quality of CI service

1. Community Public Relations
2. Public relations sign & social media
3. Word of mouth
4. Pharmacist's suggestion

**Follow up after
receiving CI service**
Refer if in necessary

Only 10-15 mins per visit

Common illness care delivery system at pharmacy store

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graph TD; A[Prescription for common illness] --> B[Adoption of common illness delivery system]; B --> C[Therapeutic or at least home care of common illness and health risk factors]; C --> D[Pharmacist collect common illness and health risk factors]; D --> E[Dispensing medication with instructions and risk factors]; E --> F[3-day follow up]; F --> G[Refer patient to hospital or other necessary]; G -.-> B;
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Conclusion

This study demonstrates that the Common Illness Pharmacy model represents a promising approach to expanding healthcare accessibility through community pharmacies. The patient journey mapping revealed multiple pathways which patients access these services, highlighting the importance of diverse communication channels in program awareness.

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