

A High-Quality, Low-Cost Patient Care Model: Barcode-Based Counseling

OBJECTIVE

This study proposes a novel barcode-based counseling system to address the prevalent challenges in outpatient pharmacy patient counseling. By leveraging technology, the system aims to provide accessible and tailored patient counseling, enhancing medication adherence and optimizing patient outcomes.

BACKGROUND

The barcode system was proven to be effective in the healthcare system. Barcode medication administration (BCMA) is a common system in many countries; it involves scanning a patient's unique medication barcodes to verify they are correct before administering a dose. The BCMA effect reduced relative administration errors by 30–60%. Moreover, the system reported a decrease in actual patient harm events by 55.4%



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METHODS

The proposed system utilizes barcode scanning to provide patients with pre-recorded counseling videos. This approach draws inspiration from the success of the BCMA, which has significantly reduced medication administration errors. The system's design considers various patient types, including non-native speakers, embarrassed patients, or know-it-all patients.



RESULTS

Implementing this system could revolutionize patient counseling in outpatient settings. By providing consistent, quality information accessible at the patient's convenience, it addresses key barriers to effective counseling. The system also promises to reduce pharmacist workload, allowing more time for personalized patient interactions where needed.

CONCLUSION

Effective patient counseling in outpatient pharmacies is pivotal for ensuring the proper implementation of medical plans. Challenges such as high workload, language barriers, and patient diversity often hinder the delivery of comprehensive counseling, leading to potential medication mismanagement. Inappropriate medication prescribing is a serious preventable health issue; it may lead to unwanted health outcomes such as adverse events, hospitalization, and death. Consequently, the patient may end up with a higher healthcare cost. The proposed barcode-based counseling system offers a promising solution to the prevalent challenges in outpatient pharmacy patient counseling. It aligns with modern healthcare's shift towards technological solutions, potentially leading to improved medication adherence, reduced healthcare costs, and enhanced overall patient health outcomes.

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