Introduction

- Patients spend substantial amount of time in the outpatient department waiting for services to be delivered by physicians and other allied health professionals. (Ocho and Adamu, 2013)
- A study done by Erhun and Afolabi in 2003, concluded that patient’s level of satisfaction with services provided strongly influenced by the quality of the waiting experience.
- For the purpose of this study, patient waiting time is defined as the length of time from when the prescription received by the pharmacist until patient received their medication.

Objective

- To determine factors influencing dispensing delay in Outpatient Pharmacy HTF.
- To measure actual time taken in each step of prescription processing in Outpatient Pharmacy HTF.

Study Design

Prospective study

Study Setting

Outpatient Pharmacy HTF

Study Population

All Patients with Prescription in Outpatient Pharmacy HTF

Sample Size

340 prescriptions

Sampling Method

Convenient Sampling

Inclusion Criteria

Valid prescription and waiting patient

Exclusion Criteria

Value added service, Pickup later & Extemporaneous preparation

Study Instrument

Stopwatch, Data Collection Form

Materials & Method

Data Collection Method

<table>
<thead>
<tr>
<th>Method</th>
<th>Screening</th>
<th>Idle Screening</th>
<th>Idle Transcribing</th>
<th>Filling</th>
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Result

- Table 1. Total Time (min) Spent during each stage of dispensing process

Discussion & Conclusion

- From the result in Table 1, it was found that majority of the prescription sat idle during transcribing and dispensing process.
- Factors contributing to the delay in transcribing process:
  - High burden of prescriptions when multiple clinics were in operation led to congestion (Loh et al., 2017).
  - Phone call. More than million calls from pharmacists to physicians and nurses, asking for clarification which is a time-consuming process (Institute for Safe Medication Practices, 2000).
  - Handling error. Prescribing error and interpreting illegible prescription is a major cause of delay in the transcribing process (Ker et al., 2013).
- Factors contributing to the delay in dispensing process:
  - Interruption. Patient come to claim their medication (Pickup Later) or demand VAS soon after they received their medication.
  - Interruptions can be disruptive and can often hinder healthcare professionals from successfully completing their tasks (Rivera and Karsh, 2003).
- Filling error. For example wrong quantity of medication. Handling prescription errors would propel a longer processing time (Loh et al., 2017).

References