Improving Patients’ Adherence by Enhancing the Pharmacist-Patient Relationship with IT

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What: We build an information system that enables pharmacists to guide patients throughout their therapies.

Why: There is a fundamental asymmetry of being on “the inside” or “the outside” of healthcare institutions.

How: Design Research Approach 21 Swiss Pharmacies

Genre Analysis
System Overview

- **Pharmacies**
  - Data, Metrics \(\rightarrow\)
  - Follow-Up-Plans \(\leftarrow\)
  - Pay for Use of Plans \(\rightarrow\)
  - Pay for Follow-Up \(\rightarrow\)
  - \(\leftarrow\) Follow-Ups
  - \(\leftarrow\) Communication

- **Patients**
  - Data, Metrics \(\rightarrow\)
  - Pay for Follow-Up \(\rightarrow\)
  - \(\leftarrow\) Follow-Ups
  - \(\leftarrow\) Communication

- **Editors**
  - \(\leftarrow\) Create Plans

- **Revenue Flow**
  - \(\rightarrow\)

- **Information Flow**
  - \(\leftarrow\)
The pharmacist instantiates a **follow-up** during the face2face encounter with the patient.
The patient is then followed up by the pharmacist with the specified structure.