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# Diploma in Pharmacy 2<sup>nd</sup> Year

## Community Pharmacy & Management

### Experiment

To study the use of community pharmacy software and digital health tools.

#### Aim:

To study the use of community pharmacy software and digital health tools.

#### Reference :

‘ Dr. Gupta G.D. , Dr. Sharma Shailesh, Dr. Gupta Richa, “Practical Manual of Community Pharmacy and Management” Published by Nirali Prakashan, Page no 113 – 118

#### Theory :

→ Pharmacy management software (or pharmacy software) is a system that stores information regarding a pharmacy's processes. It aids in the storage of data, organisation of the entire system, control of pharmaceutical use, and improvement of customer satisfaction.

#### Features of Pharmacy Management System

- Inventory Management
- Compounding
- E-prescribing
- Medication Therapy Management
- Point-of-Sale (POS) and Billing Solution
- SMS and Alerts
- Reporting
- Expiry Management
- Financial Intelligence Management
- Online Pharmacy

## Uses of Community Pharmacy Software

- 1) **Improving Pharmacists Efficiency** : Pharmacists spend the majority of their time delivering medications. This activity necessitates a high level of concentration, extensive verification, drug interaction checks, and the ability to decipher the doctor's handwriting. It is not required to manually dispense drugs. Prescriptions can be readily managed by software with flawless computer-to-computer communication in place, giving pharmacists more time to meet with patients. This brings everyone to the next advantage.
- 2) **Improving Patient Health Outcomes** : Patients seek advice from pharmacists, and a PMS can help them get better advice. Pharmacists can engage with customers online through a patient portal, in addition to spending more time with them in person. A pharmacist can also access a patient's prescription history to make better suggestions by connecting to a hospital's EHR. Furthermore, unique medicine adherence technologies can assist patients in managing medications by allowing him/her to conveniently refill prescriptions and receive notifications about the medicines.
- 3) **Recognising Expired Items** : The online pharmacy software system is an excellent approach to manage pharmacy operations since it does not generate bills for expired items. This programme notifies the counter personnel of expired medications and assists the store owner in purchasing new supplies in a methodical manner.
- 4) **Systematic Sales** : When invoicing is done for different batches of the same product, the expiry dates of the products are displayed. The FIFO (First In, First Out) and LIFO (Last In, First Out) policies are used to select the appropriate batch of item.
- 5) **Maintaining Separate Registers/Folders** : **With** the aid of pharmacy folder, the store owner or pharmacist can keep a separate register with details of all the pharmaceuticals kept in the store. This is a useful function because it maintains track of the ingredients in medicines and suggests replacements for those that are not accessible. In emergency cases, this is a life-saving option.

- 6) **Patients Medical History** : Retail pharmacy software systems allow store owners and pharmacists to keep track of a patient's treatment in accordance with established safety requirements. Patient's medical histories can also be accessed and reviewed by pharmacists.
- 7) **Barcode Labels** : Before being distributed to pharmacies and retailers, all products are given a barcode label. With the help of the latest pharmacy software for pharmacy stores, person may automate drug labelling and print expiry dates. The software also assists in calculating the amount of labels required.
- **Digital Health Tools** : A wide, interdisciplinary idea, called digital health or digital healthcare, comprises insights from the point where technology and healthcare intersect. Software, technology, and services are all part of digital health, which integrates digitisation to the healthcare industry.
- Digital health encompasses telehealth and telemedicine, wearable technology. Electronic Health Records (EHRs), Electronic Medical Records (EMRs), mobile Health (mHealth) apps, and customised medicine.
- mHealth is defined as medical and public health practice supported by mobile devices, such as mobile phones, patient monitoring devices, personal digital assistants (PDAs), and other wireless devices by the WHO and the Global Observatory for eHealth.

## Benefits of Digital Health

- 1) Digital health offers the potential to improve patient monitoring and management of chronic illnesses while preventing disease and reducing healthcare expenses. Additionally, it can modify medications for certain individuals.
- 2) Development of digital health can also help healthcare practitioners. Digital tools provide individuals more control over their health and

greatly increased access to health data, giving healthcare practitioners a comprehensive perspective of patient health. As a consequence, productivity is raised and patient outcomes are enhanced.

- 3) According to the FDA website, from mobile medical apps and software that support the clinical decisions doctors make every day to Artificial Intelligence (AI) and machine learning, digital technology has been driving a revolution in health care. Digital health tools have the vast potential to improve our ability to accurately diagnose and treat disease and to enhance the delivery of health care for the individual.
- 4) Patients may now monitor their health in new ways and have easier access to information due to technology, like cell phones, social networks, and internet applications.

## **Result :**

The use of community pharmacy software and digital health tools was studied.

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