

Patients Told Us...

Solution



It is hard to remember all the important details about my medications.



Provide a written summary that I can understand.



No information about when my prescription is ready and where to pick up.



Message me when the prescription is ready and where to pick up.



MEDICATION SAFETY IN VIRTUAL PRIMARY CARE

Using technology to communicate with patients would increase medication safety.

Prescribers Told Us...

Solution



Updating the patient medication history is time consuming.



Optimize the role of a pharmacist to support.



Fax communication failures are frustrating.



Move towards e-prescribing.

Excerpts from a Journey Map created by an Expert Advisory Panel of patients and providers