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Pharmacie des Hôpitaux
de l'Est Lémanique



Congrès suisse des pharmaciens 2025 / Schweizer Apothekerkongress 2025 - OP4/R-PCL-25

A hotline to bridge hospital and community pharmacies

20.11.2025

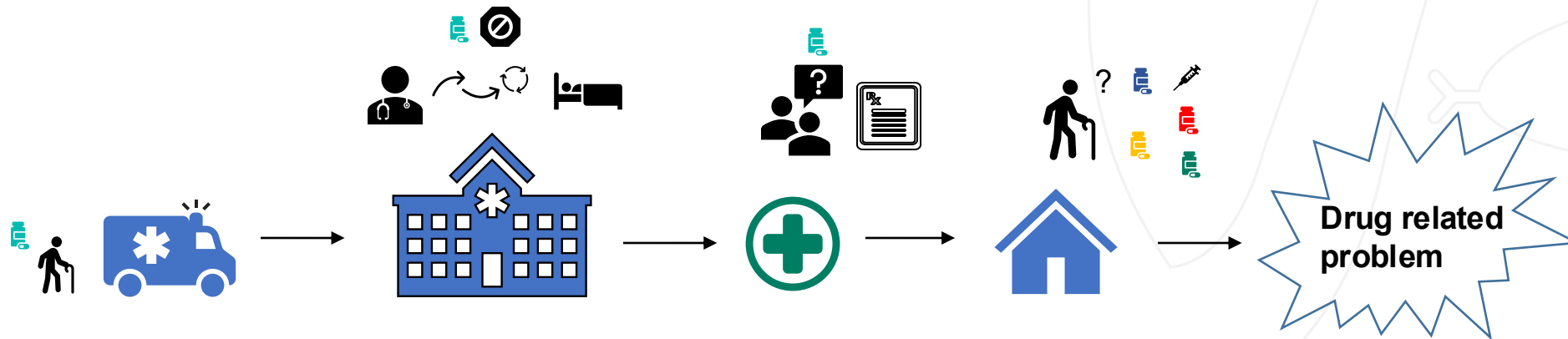
Paul Garin, pharmacist, PhD student

PD Dr Nicolas Widmer, Prof Pascal Bonnabry, Dr Anne-Laure Blanc



Transition of care – hospital discharge

M. Dubois, 74 y.o., hospitalized for heart failure



Drug-related problems (DRPs) are common during transitions of care and put patient safety at risk

Poor communication and **lack of clinical information** prevent community pharmacists from safely validating hospital prescriptions.

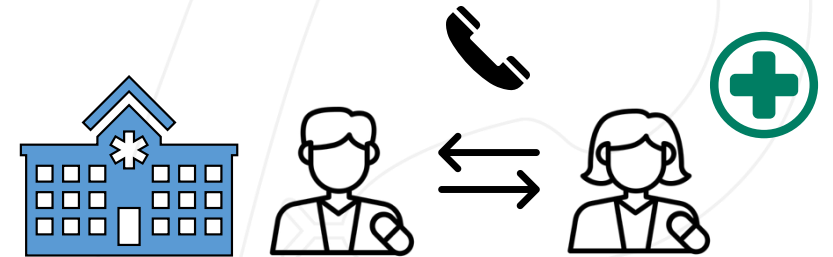
Bridging hospital and community pharmacies

■ Developpment of a hotline answered by hospital pharmacists :

- ✓ Access to patient record
- ✓ Familiarity with in-hospital guidelines
- ✓ Direct availability
- ✓ Intraprofessional collaboration (pharmacist to pharmacist)





■ Practical aspects

- ✓ Hotline of the clinical pharmacy department
- ✓ Open **8:00-17:00** Monday to Friday
- ✓ Communication to **70 pharmacies** around the hospital (391 beds)
 - Formal letter, e-mail, flyer, videoconference
- ✓ Hospital prescriptions only
- ✓ Additional pharmaceutical informations / support in managing drug related problems



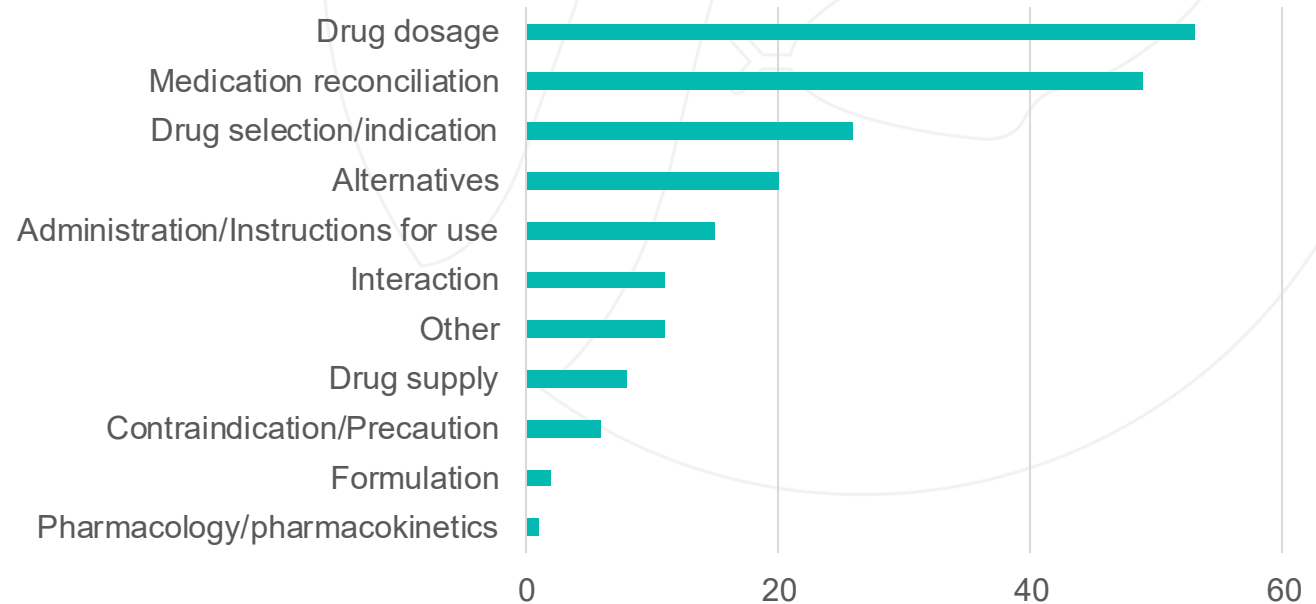
Results

From 03.2024 to 07.2025 (17 months) :

-  **204** queries received (0.57/working day)
-  **32 pharmacies** used the hotline
-  **59%** resolved without physician involvement
-  **40%** resolved by checking the EHR*
-  Mean response time : **15 minutes (5'-120')**

* EHR = electronic health record

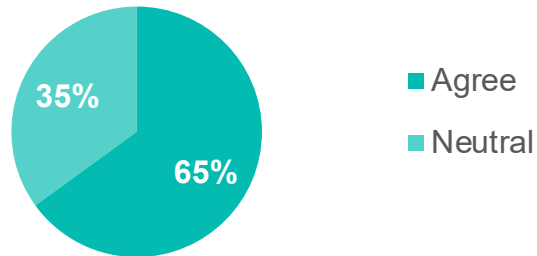
Types of DRPs



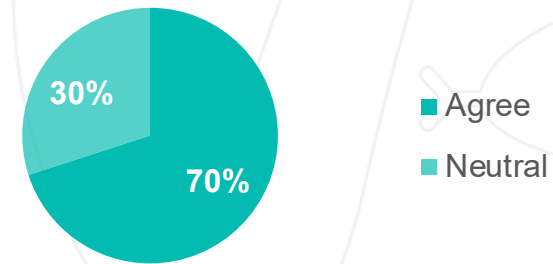
Community pharmacists satisfaction

Online questionnaire - **21/70** community pharmacies answered (30%)

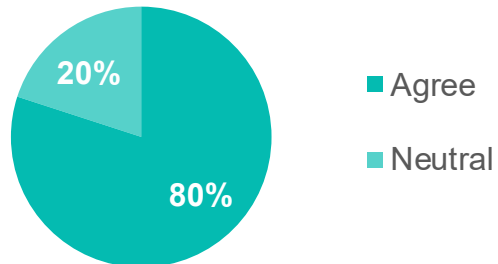
I was satisfied with the answers provided by the hotline



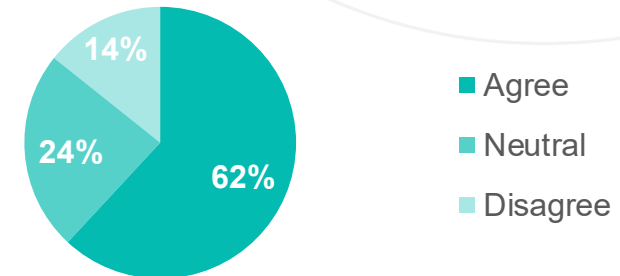
The hotline met my expectations



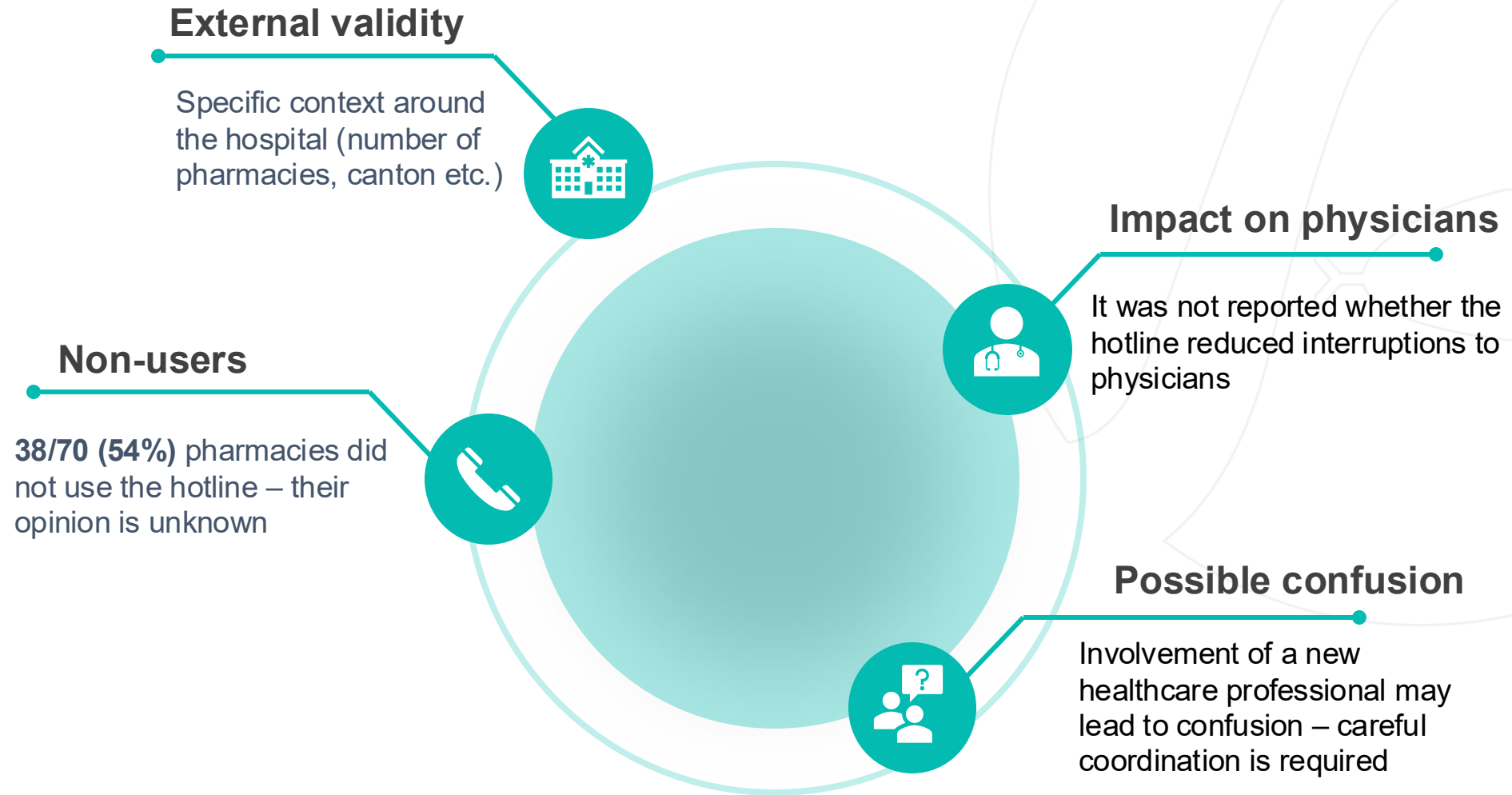
Expanding this type of service to other hospital pharmacies would be valuable



I was satisfied with the opening hours of the hotline



Limitations



Take-aways

- Hospital pharmacists **are ideally positioned** to answer questions from community pharmacists related to hospital prescriptions (off-label drug use, medication reconciliation, formulation...)
- Information availability needs to be increased to support community pharmacists in **detecting** and **managing** DRPs :
 - Shared electronic health record
 - Hotlines
 - Active information transfer during transitions
 - ...
- The hospital pharmacy hotline is a useful tool
 - Direct availability and rapid responses
 - High satisfaction
 - High resolution rate of questions
 - Easy to implement

Thank you for your attention ! 😊



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