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Swiss Federal Institute of Technology Zurich

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

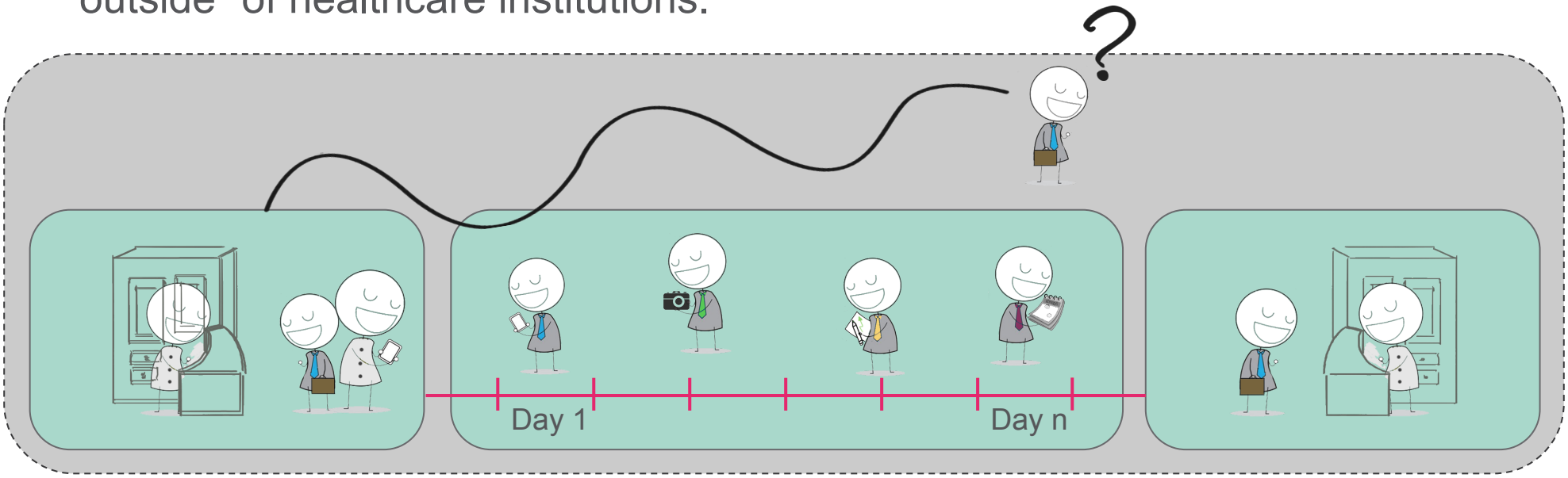
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4th Workshop on Health IT and Economics (WHITE), November 15-16, 2013

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

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



Planned communication process

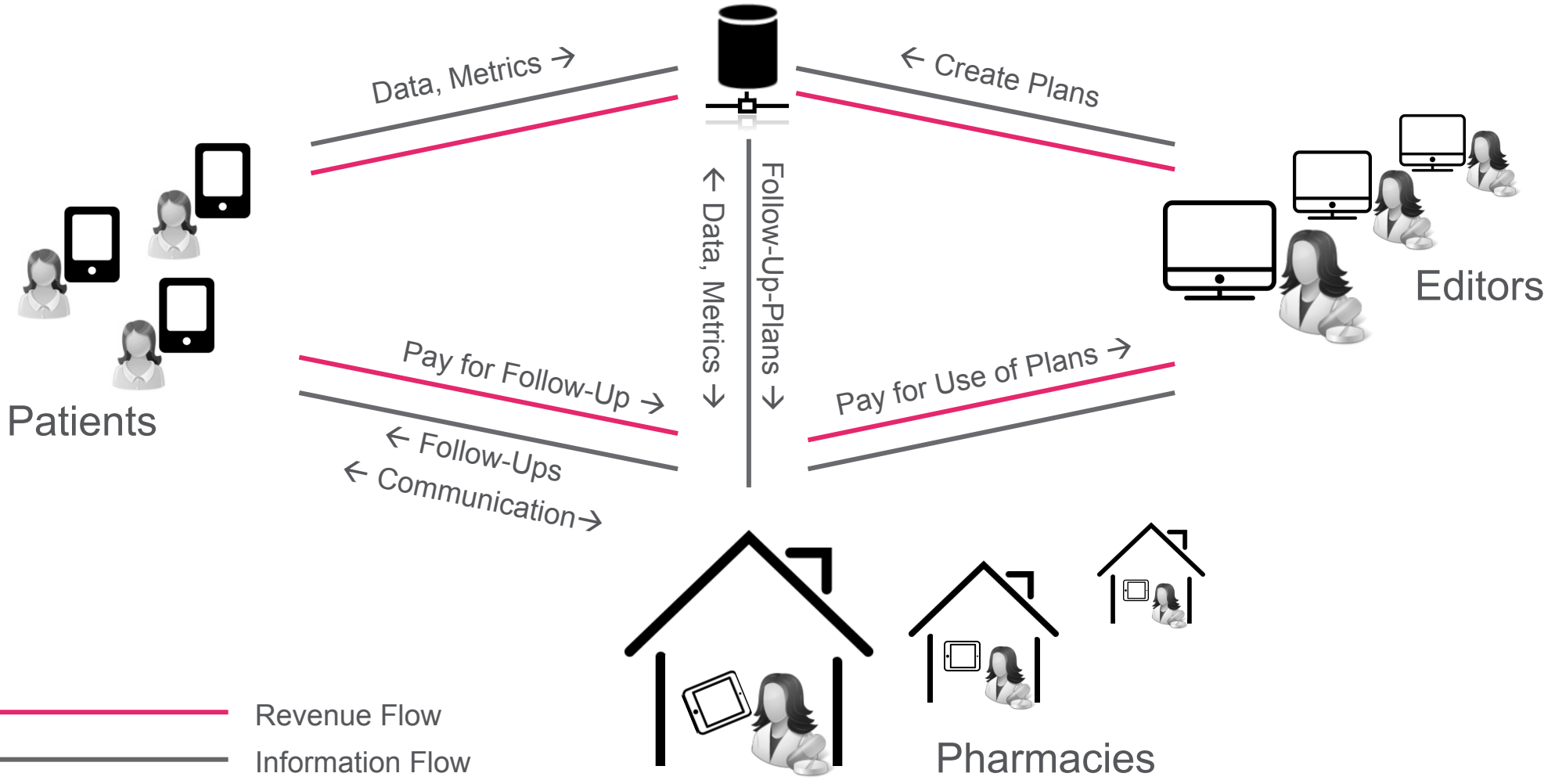
How: Design Research Approach

21 Swiss Pharmacies

Genre Analysis

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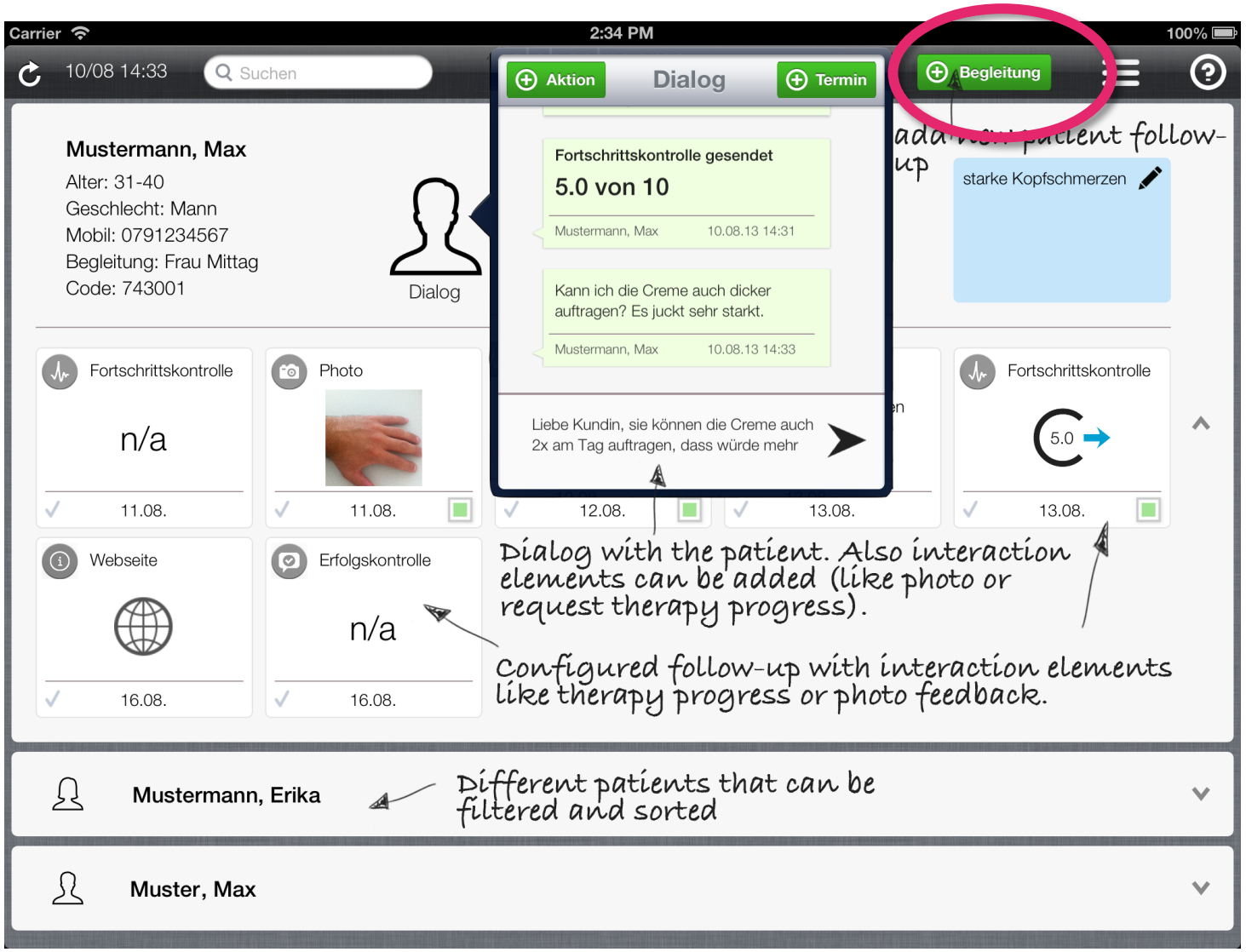
System Overview



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The pharmacist instantiates a follow-up during the face2face encounter with the patient.

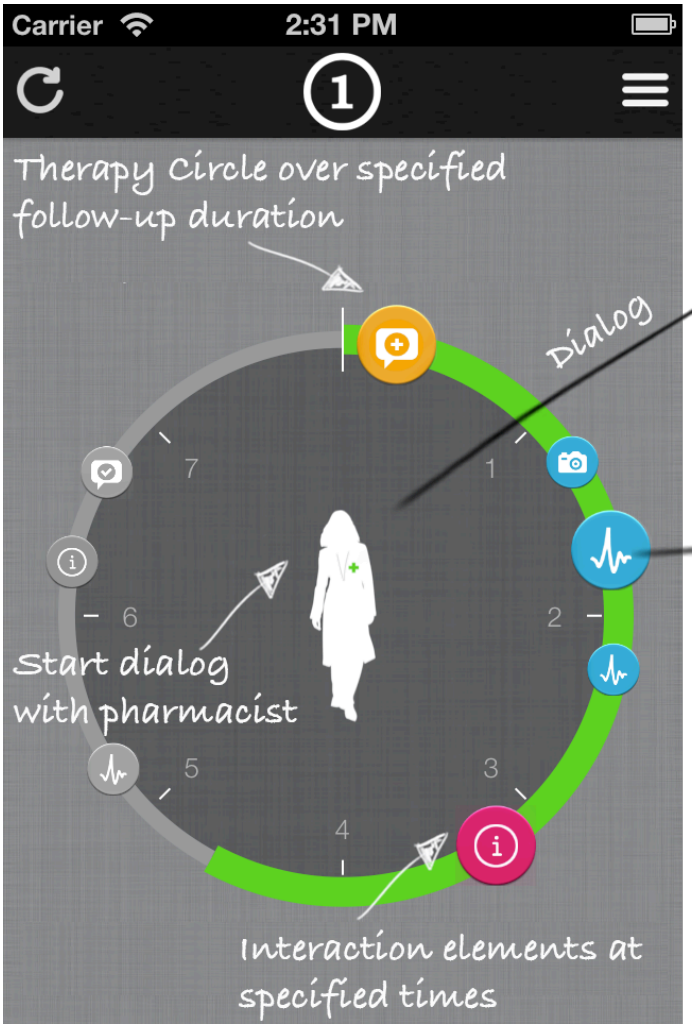
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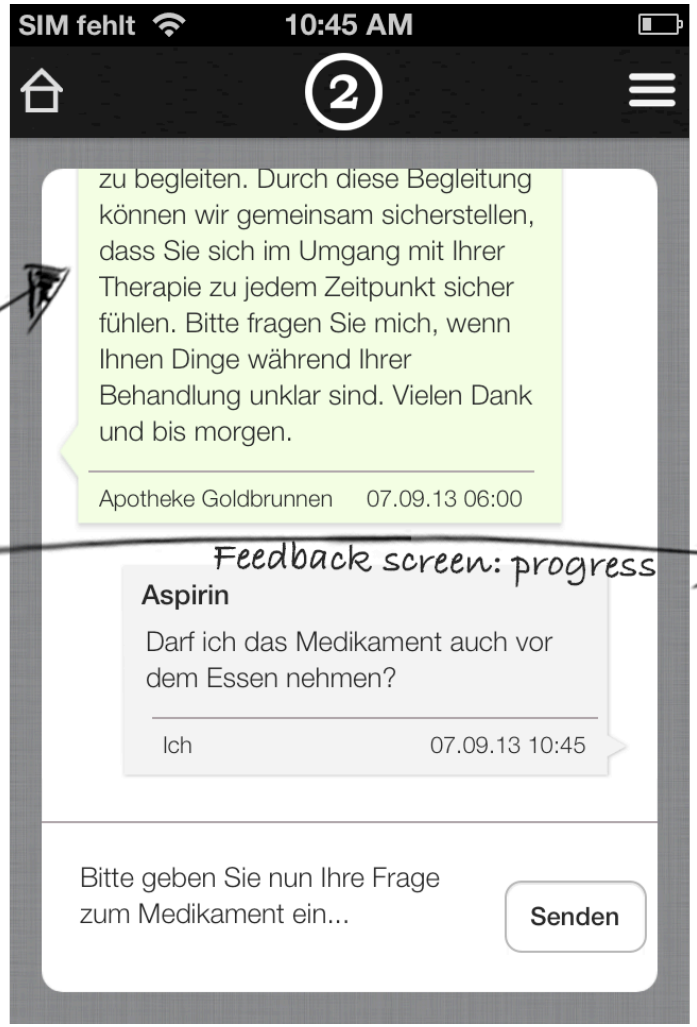


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The patient is then followed up by the pharmacist with the specified structure.

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