Prompting & Monitoring Patient Compliance using SMS

Presented by Gerard Stevens
INTRODUCTION

• Most people now have at least one mobile phone

• Mobiles mean contact is possible any where and any time

• SMS means instant, direct communication
In 2007 more than 88% of individuals owned at least one mobile phone:

- 18-39 years: 94%
- 40-59 years: 85%
- 60+ years: 73%
SYSTEM SUMMARY

- Text message alerts
- Automatically sent from the pharmacy
- Remind patients to take medication
- Monitor compliance by requesting a reply
- Text message sent to carer if no response
WHO IS IT FOR

• For anyone taking medication

• Short term doses or antibiotic medication

• Monitoring use of particular types of medication

• School children

• Mental health patients

• Elderly patients living at home
1. SOUTH AFRICA

- Aim to improve health outcomes & productivity with mine workers
- High incidence of HIV, Aids & Tuberculosis
- Poor compliance with proven treatments
- Focus on innovative solutions to monitor compliance
2. MENTAL HEALTH PATIENTS

- For use with patients with mental illness
- Ensure antipsychotic medication is taken correctly
- Clozapine usage
- Medications not taken daily
- Maintain independence
3. GENERAL POPULATION

- Anyone taking regular medication
- With a Webster-pak or without a Webster-pak
- Short term or antibiotic medication
- School children, Indigenous population
- Immediate & convenient
SMS PROCESS

- Flexibility to suit each individual patient
- Automatically generated from the pharmacy
- 3 components:
  1. SMS Reminder
  2. Reply
  3. Carer Notification
1. SMS REMINDER

- Patient selects suitable time for each reminder
- Pharmacist selects start date for reminders
- At specified time text message is sent automatically
2. REPLY

• Is a response required?

• Either YES. Quick & Easy

• Or unique three letter code. Identifies individual dose
  • Did they take their medication at the right time?
  • Did they take the correct dose of medication?
3. CARER NOTIFICATION IF NO RESPONSE

- Is there a carer that needs to be notified?
- Family member, case manager, neighbour
- Carer receives SMS if patient does not reply
- Opportunity to assist the patient
COMPLIANCE MONITORING

• Text message is sent at required time

• Has reply been received?

• Second SMS is sent if no reply

• If no reply to second SMS, carer is notified
CAPTURED INFORMATION

- Date and time of SMS sent
- Date and time of reply
- Notifications to carer
- Compliance tracking and reporting
- Medications returned (If in a Webster-pak)
PRIMARY BENEFITS

• Ensure medication is taken at the correct time

• Carers informed of no response so that assistance can be provided

• Prevents unnecessary hospital admissions resulting from poor medication compliance

• Improving health outcomes
WHY IT WORKS

• Most people are accessible via a mobile phone
• No stigma with using a mobile phone, unlike other reminder devices
• Cost effective, simple communication method
• Automated from the pharmacy
COMPLETING THE LOOP

• Each Webster-pak can include a unique barcode
• Barcode used to record medication returned
• Pharmacy scans barcode & records missed dose
CONCLUSION

• SMS reaches intended recipient instantaneously

• Carers informed of no response so that assistance can be provided

• Improves medication compliance

• Improves health outcomes
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