

WhatsApp Messenger Based Drug Information System: A Novel Strategy to Improve the Patient Compliance and Quality of Pharmaceutical Care Services to Ensure Patient Safety

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■ ABSTRACT

Drug information services provides critically evaluated, well-referenced, updated information on various aspects of medications to healthcare providers and patients. Internet plays a vital role in the provision of drug information and related issues. The Information provided in the Internet are often unreliable, unregulated, commercialized and can be risky. We aimed to develop, evaluate and scale up a whatsapp based drug information system managed by outpatient clinical pharmacists. A total of 1,322 documented queries were reported in the first three months.

■ INTRODUCTION

The use of mobile technologies in general and mobile phone specifically, is a rapidly expanding field within drug information. Audiovisual communication in healthcare aided by smartphone applications is a novel concept gaining ground in all areas of medicine. Although the studies on Whatsapp remain scare, many number of healthcare professionals have adopted it as a tool to provide drug information and for communication interface.

■ CONCLUSION

The pooled data ensures WhatsApp Messenger app is a promising system of communication between health care professionals the general public, or as a learning tool for providing health care information to the general population. However, high-quality and properly evaluated research is needed to ensure the reliability of the information These improvements will allow WhatsApp Messenger to be categorically defined as an effective drug information tool in many different fields of health care.

