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The Hong Kong Jockey Club Community Project Grant



香港賽馬會慈善信託基金
The Hong Kong Jockey Club Charities Trust

The 9th Global Conference of the Alliance for Healthy Cities

“SMARTER HEALTHY CITIES BEYOND COVID-19”

3-5 November 2021

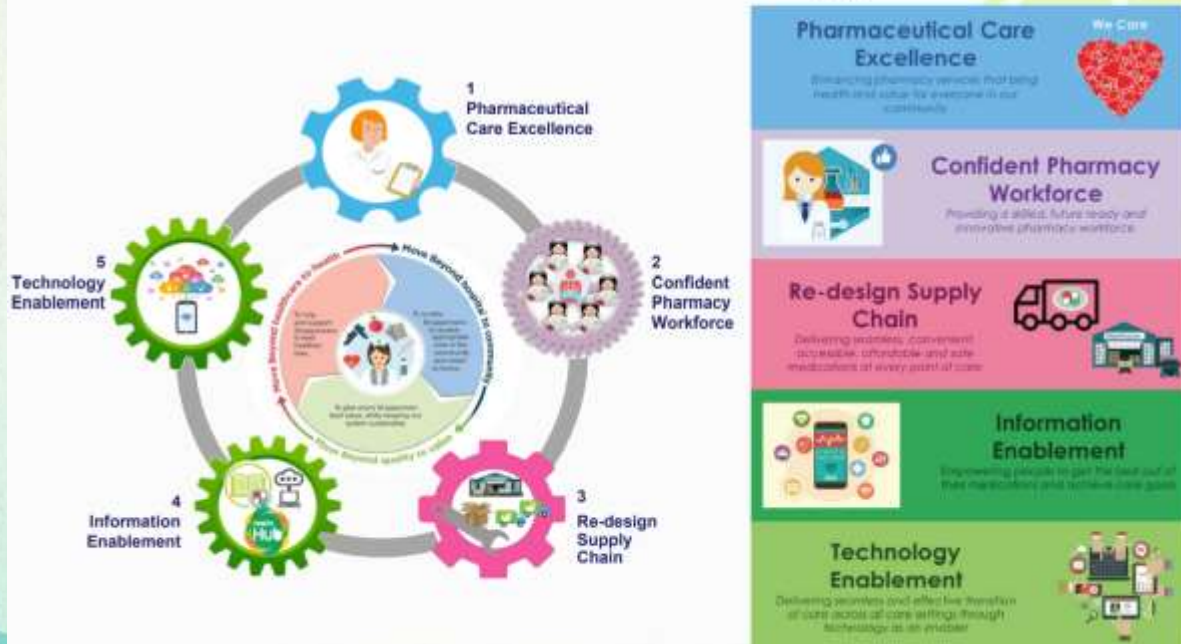
Singapore Pharmacy Digital Transformation

Ms Yong Pei Chean
President
115th Council
Pharmaceutical Society Of Singapore



Our Goals

The National Pharmacy Strategy (NPS) has 5 key thrusts that align to the key shifts in the healthcare transformation strategy



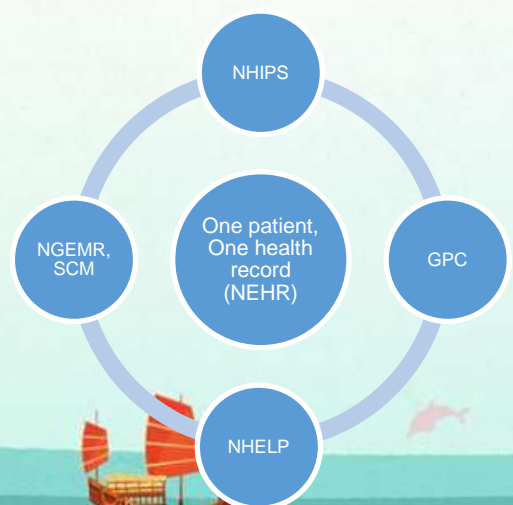
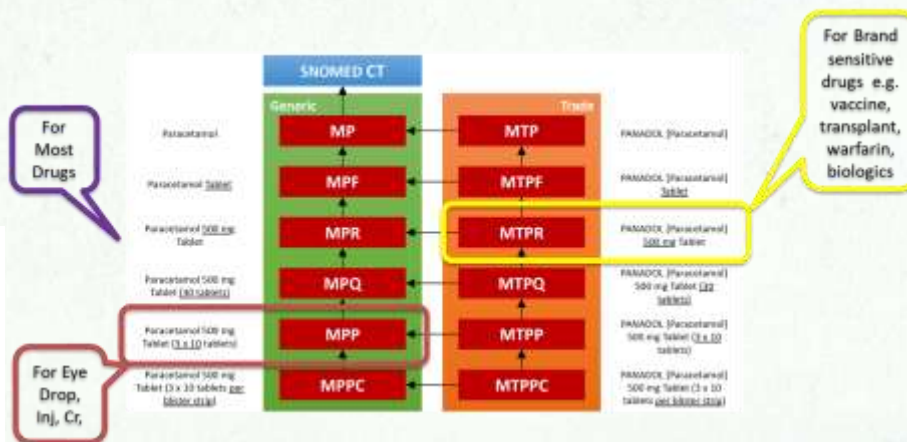
- Enable sharing of information to allow continuity of care
- Enable patient empowerment
- Better integration of our services
- Increase accessibility of care
- Operation Efficiency

Single Source of Truth (Through Medication Reconciliation)

Singapore Drug Dictionary
A national terminology
standard for medicine



To achieve safe, unambiguous and seamless medication information exchange and interoperability for all healthcare settings in Singapore to improve medication safety



National Harmonized Integrated Pharmacy System (NHIPS) with National Pharmacy Strategy (NPS)

“Medications when you need it, where you need it”

PLATFORMS

- A new system to **replace, consolidate and harmonise** the disparate PHI and CH pharmacy systems, data and workflows.
- One platform to promote transformation upstream by **tiering of needs** by pulling of information and downstream by **pushing of services based on needs**.



PROCESS

- Facilitate **cross filling of prescriptions** across all 41 participating pharmacies covering discharge, emergency, polyclinics and SOCs.
- **Unify the patient experience** in terms of flexibility, processes, handouts, counselling etc.
- **Support transformation** such as central fill, home delivery, medication refills etc.

- **Strong partnership** between MOH Chief Pharmacist Office, PHI Pharmacies, IHS and NCS Pte Ltd with joint accountability.

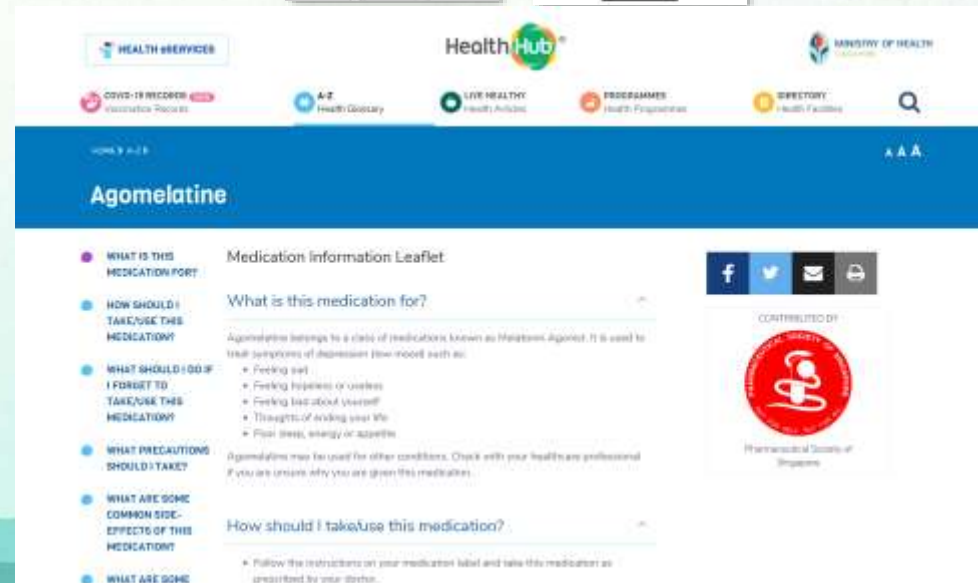
Patient education, empowerment

National platform - Healthhub

- Healthhub has features such as appointment booking, laboratory vaccination and medication records.
- Patient has access to contextualised health information, harmonised medication information leaflet (MIL).
- To date, ~300 harmonized MILs are published in the HealthHub Medication A-Z, reaching more than 500k page views from Jan to Aug 2021.
- MILs are jointly reviewed by multi-professional team through the Pharmaceutical Society of Singapore-National Medication Information (PSS-NMI) Workgroup*.



Scan to find out more!

HealthHub

HEALTH SERVICES

COVID-19 RECORDER
Vaccination Records

A-Z Health Directory

LIVE HEALTHY Health Advice

PROGRAMMES Health Programmes

DIRECTORY Health Facilities

Agomelatine

Medication Information Leaflet

WHAT IS THIS MEDICATION FOR?

WHAT SHOULD I TAKE/USE THIS MEDICATION?

WHAT SHOULD I DO IF I FORGET TO TAKE/USE THIS MEDICATION?

WHAT PRECAUTIONS SHOULD I TAKE?

WHAT ARE SOME COMMON SIDE-EFFECTS OF THIS MEDICATION?

WHAT ARE SOME

What is this medication for?

Agomelatine belongs to a class of medications known as Melatonin Agonist. It is used to treat symptoms of depression (low-mood) with:


- Feeling sad
- Feeling hopeless or useless
- Feeling lost about yourself
- Thoughts of ending your life
- Poor sleep, energy or appetite

Agomelatine may be used for other conditions. Check with your healthcare professional if you are unsure why you are given this medication.

How should I take/use this medication?

- Follow the instructions on your medication label and take this medication as prescribed by your doctor.

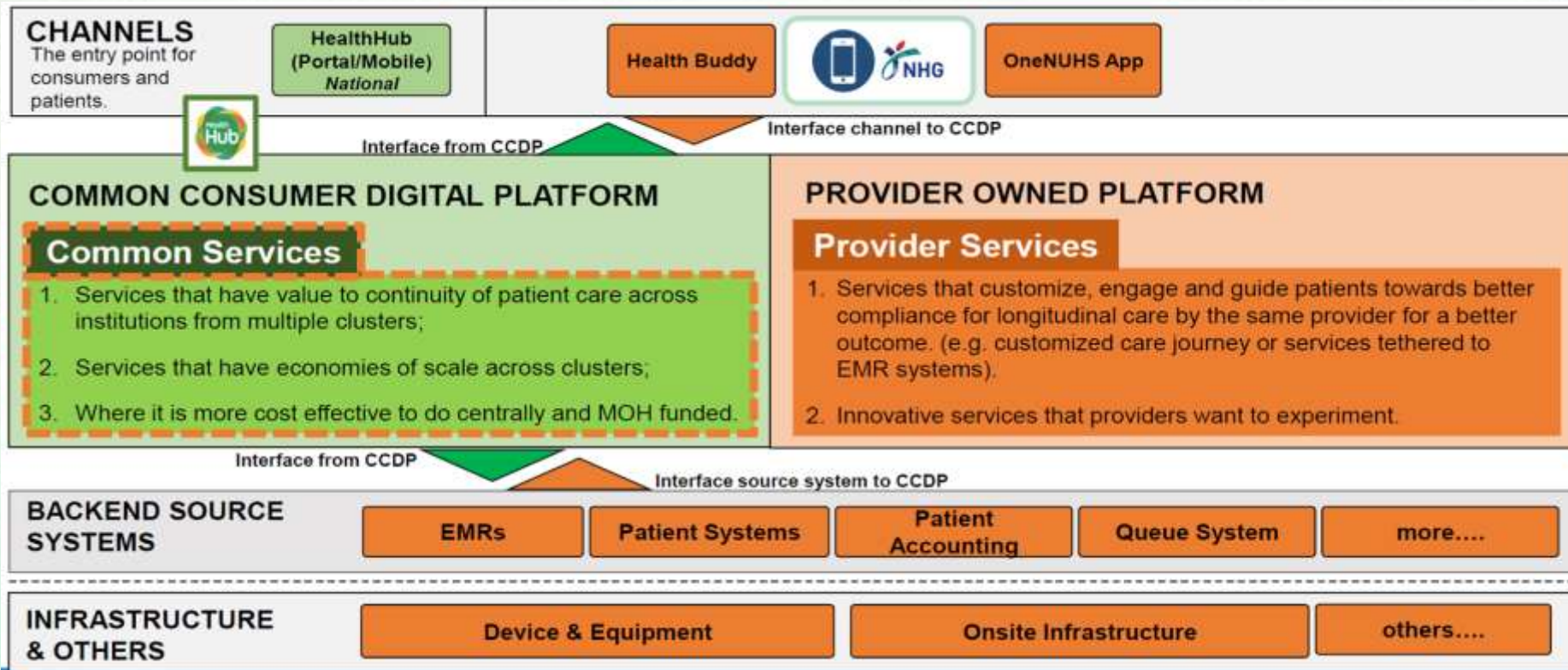
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Pharmaceutical Society of Singapore

*The workgroup consists of cluster partners (National Healthcare Group, National University Health System and SingHealth), community pharmacies (Guardian, Unity and Watsons) and Pharmaceutical Society of Singapore.

Future National Public Healthcare Digital Platforms & Apps



Enabling accessible to care

Telemedicine – The New Norm

Pharmacy Initiatives: Improving Accessibility



- Same day appointment with pharmacist as your doctor's
- Virtual sessions available
- Pharmacist in the community

Enhances access to our approachable pharmacists to strengthen engagement, trust and partnership for shared decision making.

Expansion of funding for services to allow patients to utilize their Medisave for non-doctor services would be highly helpful





Engaging technology to increase access to care in the community

- Medication counseling
- Medication Review
- Ambulatory care clinic services e.g., Anticoagulation monitoring, smoking cessation services
- Virtual Consult clinics including collaborative prescribing clinics
- Community outreach programs



Four distinct domains of telemedicine

Healthcare service providers should be clear which domain(s) they intend to deliver as part of the service:

| | |
|--|--|
|  <p>Teleconsultation</p> <p>Interactions between remote healthcare professionals and patients/caregivers for the purposes of providing direct clinical care</p> |  <p>Telecollaboration</p> <p>Interactions between (facility-based or mobile) healthcare professionals onsite and offsite for clinical purposes</p> |
|  <p>Telemonitoring</p> <p>Collection of biomedical data from patients/caregivers by remote systems and transmitted to the healthcare service provider for the purposes of vital signs monitoring</p> |  <p>Telesupport</p> <p>Use of online services for non-clinical (i.e. educational and administrative) purposes to support the patient, and caregiver.</p> |

Telepharmacy at your service

Get your medicines from the comfort of your home. Consult with a qualified pharmacist at home or in a pharmacy.

Please ask our staff for details



unity Live Life Fuller

Your Guardian Pharmacist is just a click away.

Download MyDoc Today!



- MyDoc App
- MyDoc App
- MyDoc App
- MyDoc App

Hi, welcome online. How are you today?



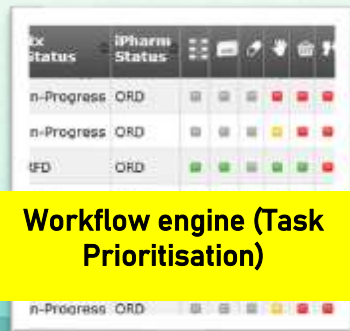
Community Pharmacy

- Telepharmacy services
 - Reach a pharmacist even when there is no pharmacist physically in the store
- E-Pharmacy services
 - E prescription fulfilment
 - 24/7 online consults from general queries to chronic disease follow up



Operation efficiency to reduce manpower reliance & improve safety

- Inpatient automation system
- Outpatient automation system
- Vending machines at clinic floors
- Vending machines for OTC medications
- Robots for teleconsultation



Workflow engine (Task Prioritisation)



Unit dose packaging machine



E-Med trolley



Automated Dispensing Cabinets

Pharmacy Initiatives: Adoption of Technology at Central Pharmacy

Smart Shelves System for Medication Picking, Packing & Dispensing



Improve Medication Safety with Light-Guided Row and LED Light Color Change
 Optimize Medication Management with Expiry Date Monitoring
 Automate Counting with Weight-Sensing Scale
 Improve Inventory Control

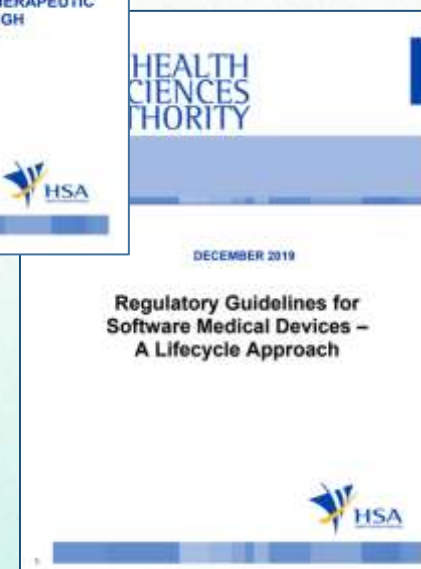
Smart Shelves



Rxpress Drug Labels
Printing of multi-language pictograms available



Governance for Safety, Quality and Cybersecurity



Government, PSS and Industry-Led Guidelines

- National Medication Reconciliation Guideline 2018
- SS644 :2019 Guidelines for the supply and delivery of medication 2019
- PSS Tele-pharmacy and Tele-Pharmaceutical Care Services Guideline 2019
- PSS Pharmacy Practice Guideline

To obtain through
<https://www.pss.org.sg/store/online-cpe>

Thank you

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