

Patient-Centric Care

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South African
Pharmacy Council

3rd NATIONAL PHARMACY CONFERENCE

3-5 OCTOBER 2019
SUN CITY, SOUTH AFRICA



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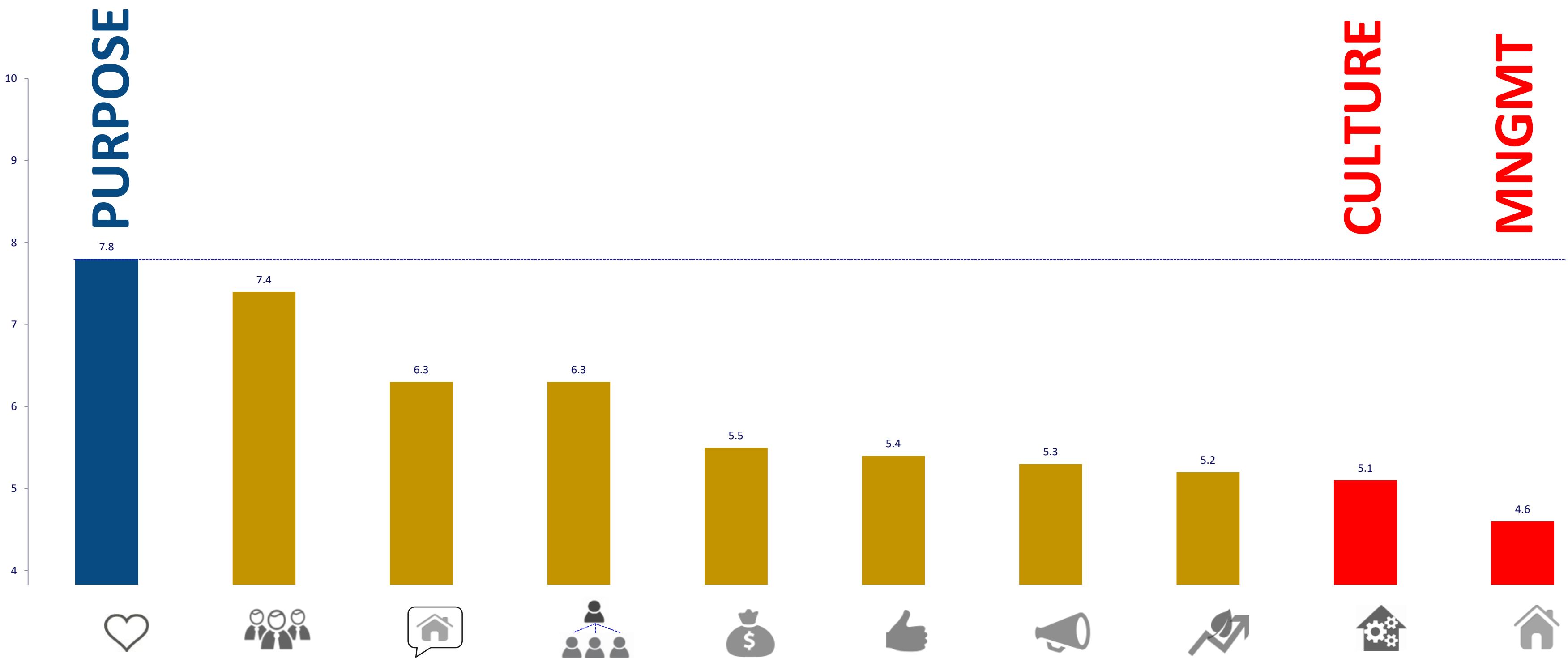


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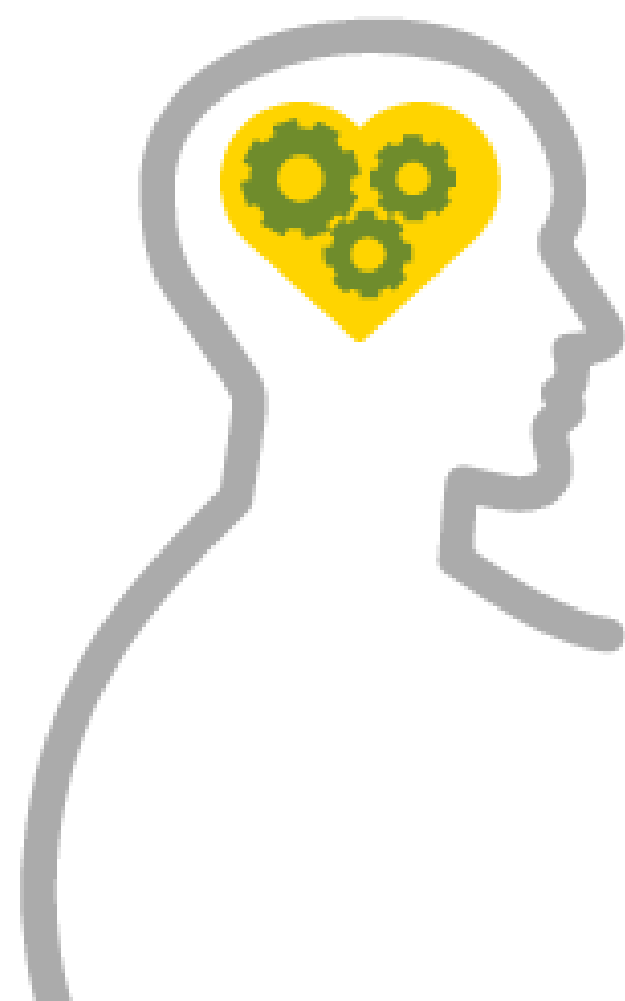


Retention survey results

*(202 nurses, 5 SA provinces)

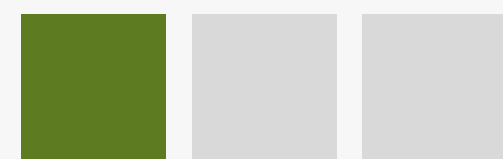






A customer's experience is determined by:

1/3



by what is done

2/3



by what is felt during their interaction



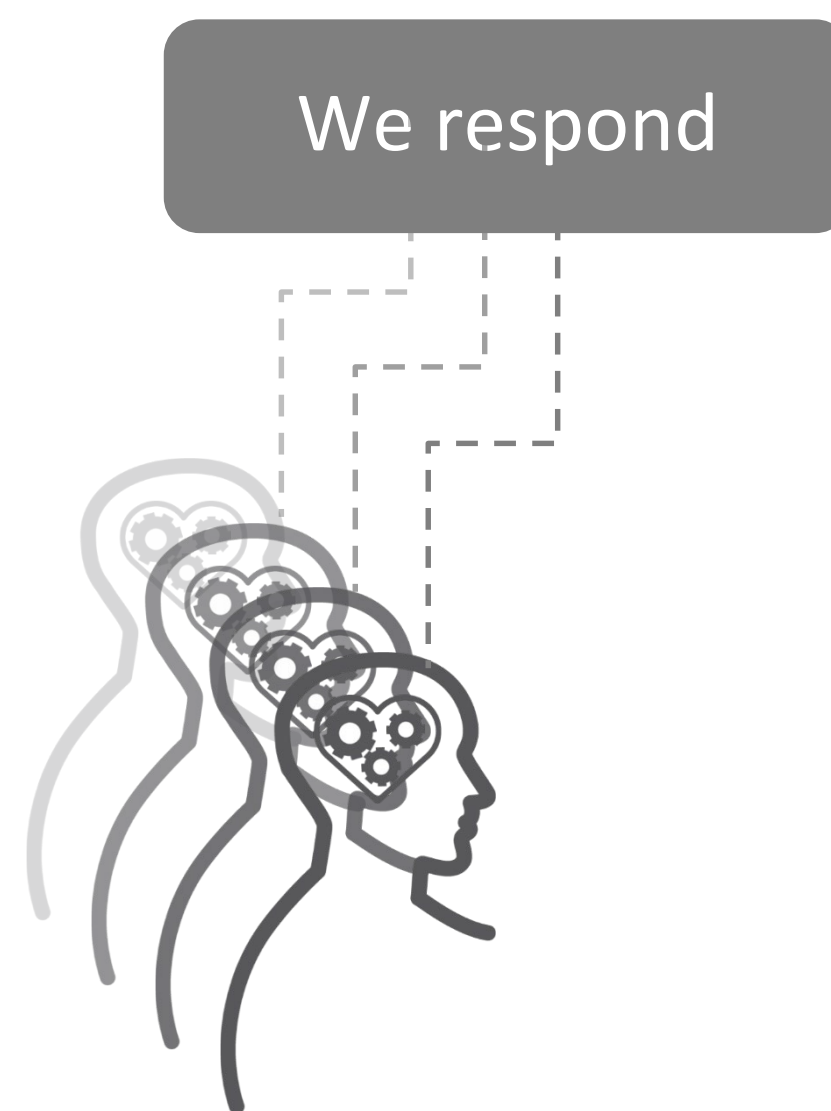
What brand are you most loyal to?





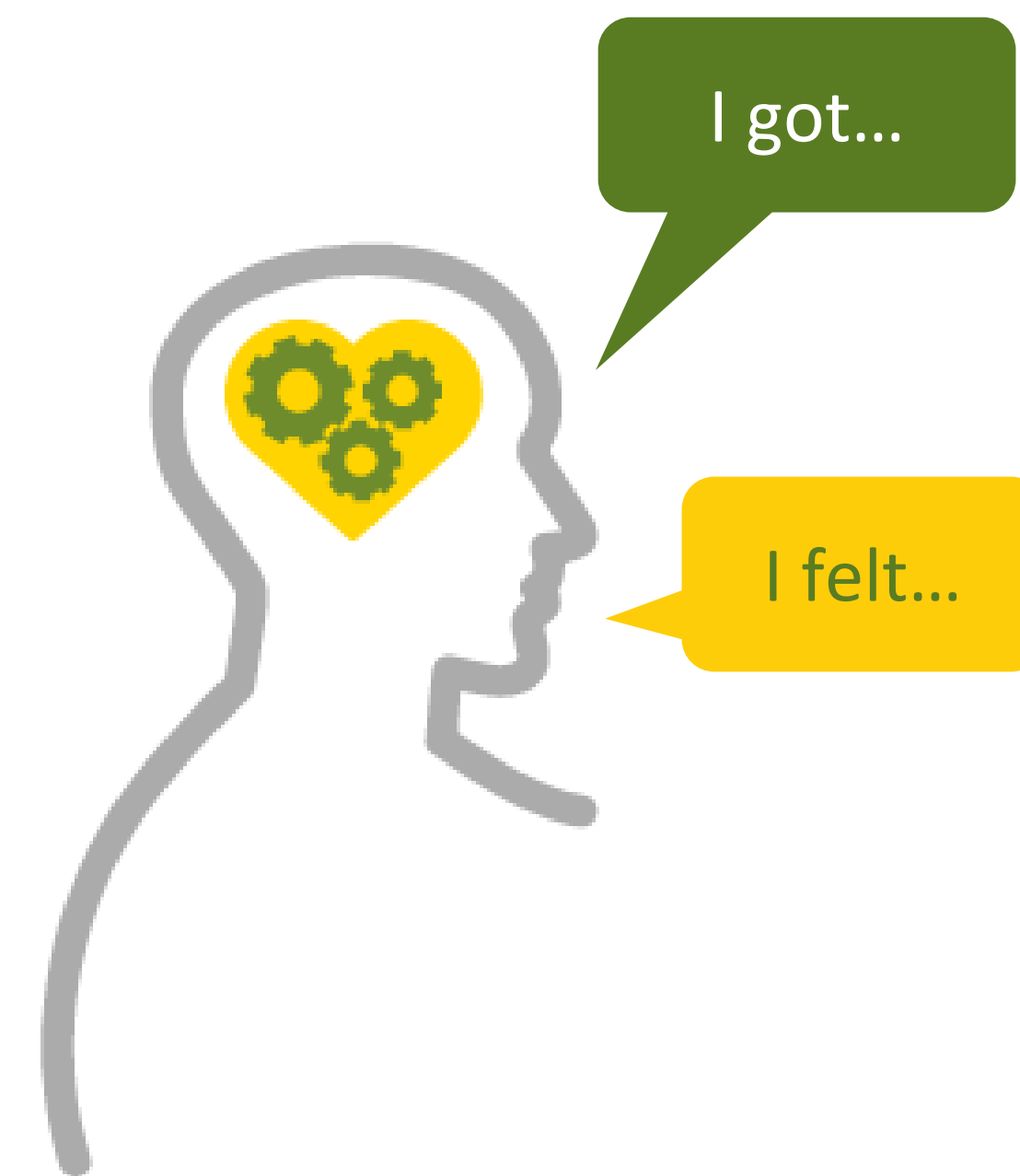
Patient Need

+

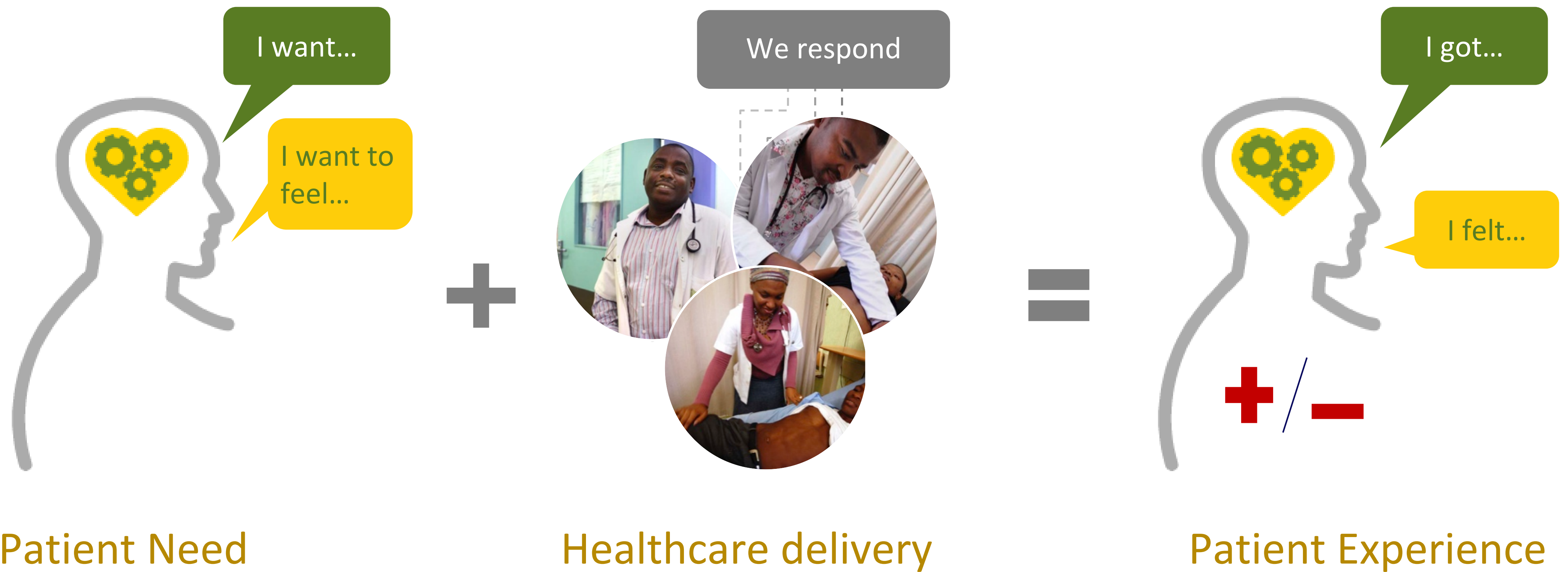


Healthcare delivery

=



Patient Experience







About healthforce⁺

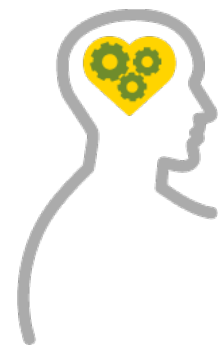
Clinics



Call a doctor

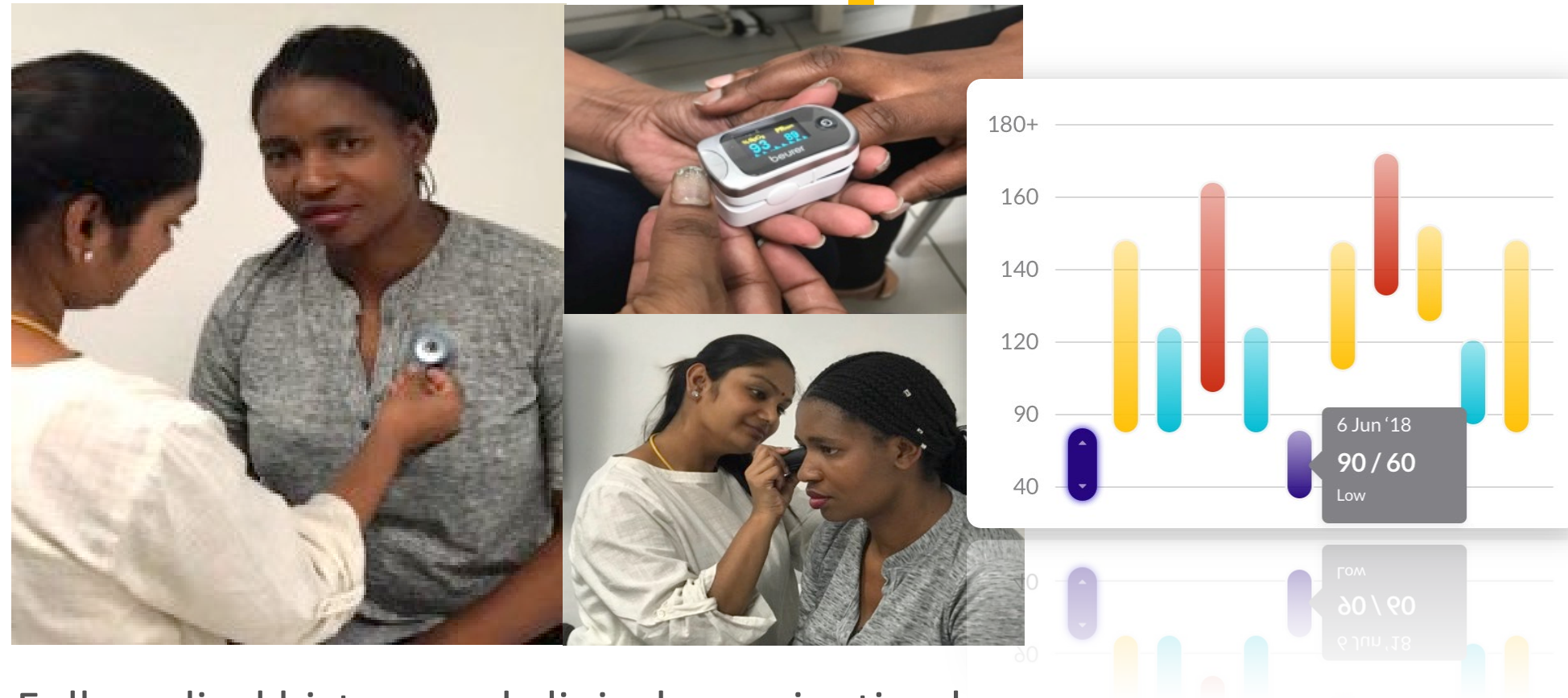


Doctors

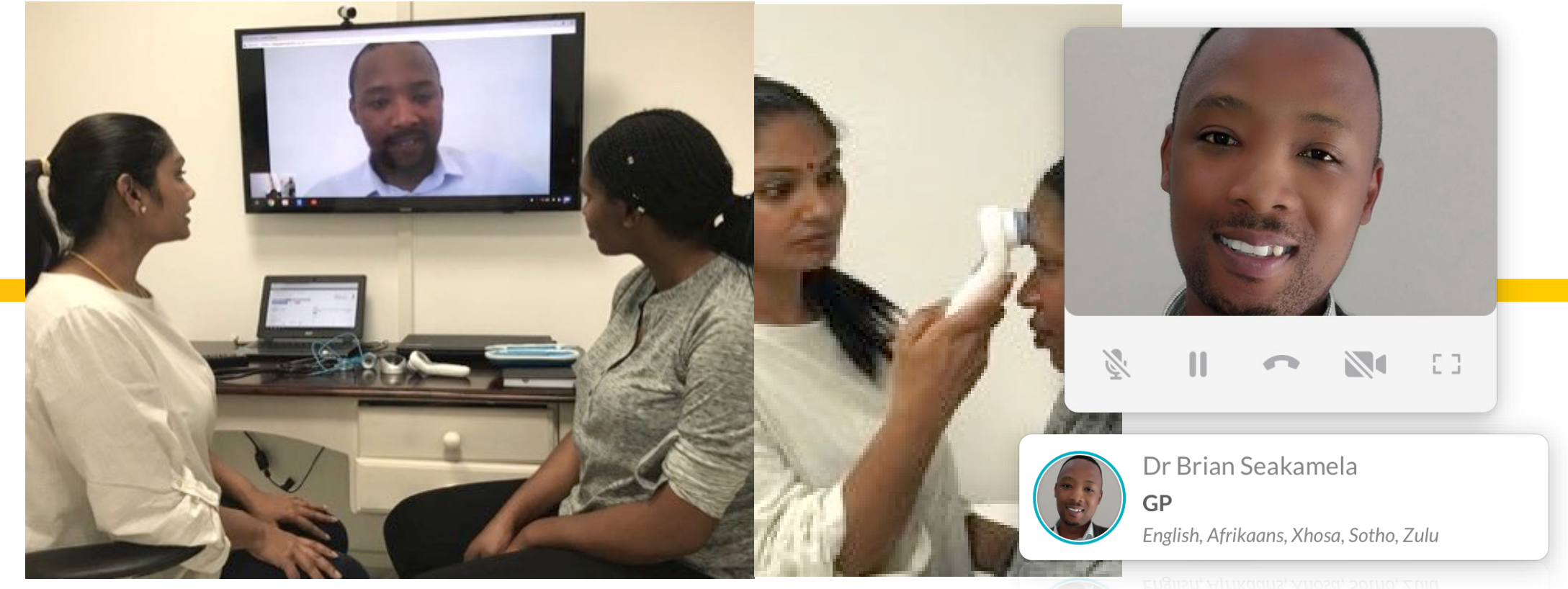


I felt cared for





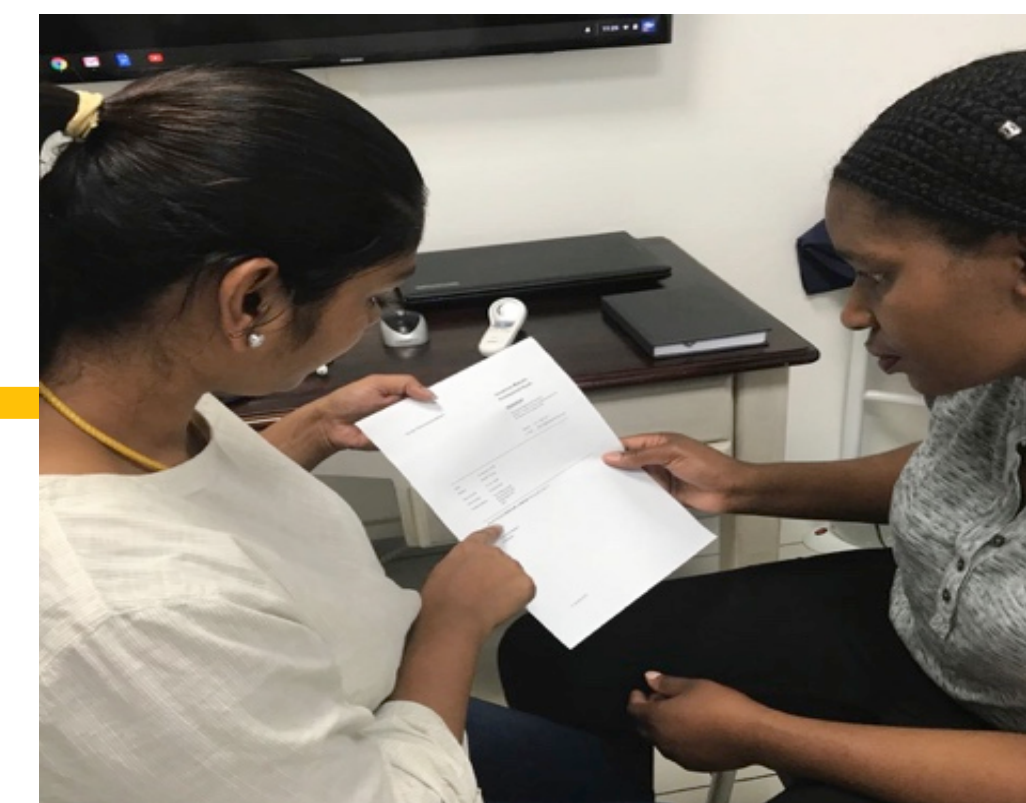
Full medical history and clinical examination by professional nurse



Doctor consultation incl. medical history, additional tests and examination



Patient walks to dispensary and receives medicine from pharmacist



Doctor generates script, together with professional nurse counsels patient



I connect



I analyse



I inform



I deliver




I learn

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Lebowakgoma Rural Limpopo Province





Bongani Lwazi Sibiyana
33 year old, Male

Medical and vaccination history

Profile & Invoices

Today

31 Sep 2018

Chest discomfort and slight pain with severe shortness of breath...

16 July 2018

Extreme fatigue and problems concentrating at work...


29 Feb 2016


Dizziness, with a feeling of heart beating too hard and too fast...


Katharine Davies
Registered Nurse


Enter consultation notes


Add to consultation


 Vitals & measures

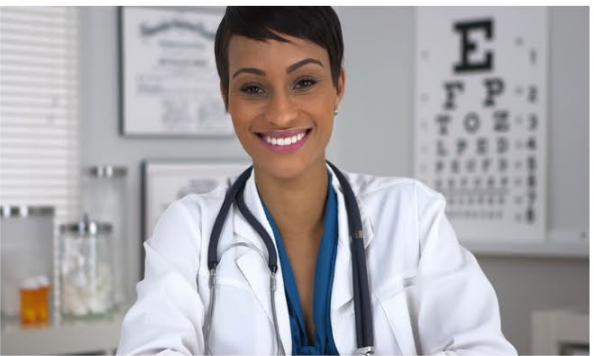
 ICD10






 Documents


 Vaccines


 Wellness report


 Nurse Rx



 Cancel

 Save for later

 End consultation



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