

Patient Information Leaflets: The Digital Transformation to MyMedicines

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Introduction

- In 1995, the Canterbury District Health Board developed a library of Patient Information Leaflets (PILs) about medicines.
- These PILs were designed to be one A4-page of important points patients should know about their medicines.
- For the first two decades the PILs library content was maintained in over 400 individual Microsoft Word documents and in a restricted database, and was provided to distributors as either pdf documents or via an XML export function.
- As the library and the number of distributors grew, it became increasingly difficult to maintain, update and distribute content.

Aim

- To transform the PILs library into a digitally-capable form. The project requirements included:
 - a system that could house all the content;
 - a distribution channel capable of providing content to multiple distributors;
 - a platform to support editorial functions, for example to easily locate and adjust the commonly-used terminology across the database.

Method

- Agile-based user stories were developed to identify the functionalities that patients, health professionals, the editorial team, and distributors needed from the system.
- Community and Public Health were identified and engaged as a partner to create a system that could meet the identified requirements.

Results

- A content management system (CMS) was developed as a multi-tier web application using Microsoft ASP.NET MVC and SQL Server.
- Publication was setup to the publicly-available MyMedicines websites (www.mymedicines.co.nz and www.mymedicines.co.nz/cdhub), and an XML export for distributors incorporating content into third-party software.
- Static urls were used so that once incorporated by the distributor any updates published in the database automatically point to the new version.
- A variety of formats (online, printable and large type printable formats, and also A4 and A5 pdf) were included to allow for different requirements of distributors and end-users.
- The system was divided into production process stages (Draft, Update, Approval, and Published), with audit traceability at each stage.
- Commonly-used content (e.g. side effects) was incorporated into look-up values that are able to be easily amended by the MyMedicines editorial team.
- From 1 Apr 2016 to 1 Feb 2018, there were 545,206 views of 434 available sheets, with the view count tripling in Oct–Dec 2017 compared to the same quarter in 2016.

Discussion

- The new CMS met the requirements identified during development.
- Distribution via publicly-available websites has allowed free access to concise medicines information for patients whenever they wish to access it.
- The ability to have commonly-used terminology collated into look-up values simplifies review and adjustment of these terms to maintain consistency across the database.
- Time spent on updates and distribution is now able to be utilised in developing content and enhancing the product according to end-user feedback.

Category	Glossary terms	Use for	Usual Action	Updated
Allergic response	Flu-like symptoms (fever, chills, aches and pains)	Admin reaction to zoledronic acid	This usually passes after a few days, take paracetamol if needed	8/10/2015
Skin	Skin rash, skin peeling or blisters	SCARs	Stop taking and see your doctor immediately	27/01/2016

My Medicines	Home	Sheets	New	Updated	For Approval
Edit side effect entry Back to Side Effects					
Category					
Skin					
Glossary terms					
Skin rash, skin peeling or blisters					
Use For					
SCARs					
Usual Action					
Stop taking and see your doctor immediately					
Sheets which include this side effect: 16					
Carbamazepine Paracetamol Primidone					

Side Effects	Recommended action
Skin rash, skin peeling or blisters	Stop taking and see your doctor immediately

If you notice any other effects, discuss them with your doctor or pharmacist.

Other information:

- Tell your health professional if you have liver problems.
- Tell your health professional if you are pregnant, planning to become pregnant, or breastfeeding.
- Do not take more than the stated dose. For adults this is usually up to a maximum of 8 tablets/capsules (500 mg) in 24 hours, or 6 slow-release tablets (665 mg) in 24 hours. Taking too much paracetamol can cause liver failure.

This leaflet contains important, but not all, information about this medicine.
Prepared by the PILs Committee at Christchurch Hospital, Canterbury District Health Board, New Zealand. April 2018