



Outpatient Satisfaction During Pharmacotherapy Followup

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SUMMARY. This study aimed to investigate the satisfaction of patients with uncontrolled hypertension referred for pharmacotherapy followup. A cross-sectional study by semi-structured interview was used. The sample comprised patients undergoing pharmacotherapy followup, patients who had discontinued pharmacotherapy followup and patients who had not kept the appointments. A total of 80 (76.9 %) out of 104 patients registered were contacted. The majority of patients undergoing pharmacotherapy followup (91.1 %) were fully satisfied with the pharmacists' care given, their relationship with them (94.9 %), the manner in which their therapy was conducted (99.2 %) and the environment where it was carried out (85.3 %). The reasons for non-attendance were mostly forgetting the date, illness on the appointment day and other arrangements on the same day. Interestingly, all of these patients were completely satisfied with the pharmacists' care given. The satisfaction of patients with the pharmaceutical care is high among patients that have continuous followup, but a relevant proportion discontinued followup. Newer approaches to keep these patients under followup are necessary.

KEY WORDS: Hypertension, Pharmaceutical care, Patient satisfaction.

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