

ABSTRACT

Introduction: Over the last decade, ambulatory care pharmacists have been more prevalent within clinics. These ambulatory care pharmacists offer various services in collaboration with physicians in order to ease their stressful workload. Not only do ambulatory care pharmacists assist with physician workloads, they have also proven to positively impact the work environment overall. Multiple studies have shown ambulatory care pharmacists have a positive impact on both patients and providers, but patient perceptions of ambulatory care pharmacists is yet to be studied.

Methods: In this study, we mailed out surveys to 185 patients with Type 1 Diabetes or Type 2 Diabetes who had been seen by the ambulatory care pharmacist at multiple clinics in Central and Southern Illinois within the last year. Patients were excluded if they were less than 18 years old or were older than 89 years old.

Results: Over the three months that data was collected, 64 surveys were completed and returned. Out of the 64 surveys received, 77% of the participants marked “strongly agree” on the statement regarding the trust they have in the clinic pharmacist to manage their diabetes medications and 55% of the participants strongly agreed that the clinic pharmacist was their preferred contact at the clinic. Only 32% of the participants marked “strongly agree” to the statement regarding the clinic pharmacist assisting with non-diabetes related problems.

Conclusion: Patients have positive perceptions of clinical pharmacists in an ambulatory care setting due to the positive impact the clinical pharmacist has on many different aspects of patients health.