

# Abstract

## Drug Information Centre service analysis VI.

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**Introduction and aim:** The Facebook website related to Mladí lékárníci, z. s., association was founded in 2010 and offers, among others, space for discussion of drug-related queries. The Drug Information Center (DIC) of the Faculty of Pharmacy in Hradec Králové, Charles University, and the University Hospital Hradec Králové (FaF UK and FN HK) was founded in 1994 and its main activity is the processing of drug enquiries from healthcare professionals. The aim of the thesis was to analyze the functioning of the Facebook website with a focus on drug-related queries and its comparison with DIC FaF UK and FN HK in 2021 and 2022.

**Methods:** The posts with drug-related topics were separated from the other posts within the Facebook website. They were anonymized and sorted by the date of their publishing. Then, they were numbered according to the focus of the query and the group of the patient population. The categorization was created based on the DIC FaF UK and FN HK system. Special attention was paid to the covid-19, the so-called Ukrainian crisis, and drug shortages. Similarly, all the queries handled in DIC were analyzed during the observed period. The obtained data were processed using descriptive statistics.

**Results:** Within the Facebook website, 1358 posts were recorded in 2021 and 1149 in 2022, of which 54 (3.97%) and 56 (4.87%) were related to pharmacotherapy. In terms of the population, general questions or questions about medicines administered to adults prevailed (57.40% in 2021, 60.71% in 2022), followed by pediatrics (18.52% in 2021, 21.00% in 2022). The most frequent topics were (contra)indications (55.56% in 2021, 50.00% in 2022) and drug interactions (25.93% in 2021, 14.29% in 2022). In DIC FaF UK and FN HK, 30 enquires were answered

in 2021 and 29 in 2022. Similarly, the most general questions and the adult population were addressed (80.00% in 2021, 72.41% in 2022). The most frequent types of queries were side effects of drugs (33.33% in 2021, 31.03% in 2022), drug interactions (30.00% in 2021, 20.69% in 2022) and (contra)indications (23.33% in 2021, 17.24% in 2022).

**Conclusion:** The most frequent drug-related enquires were similar in case of Facebook website as well as DIC FaF UK and FN HK. Enquiries regarding covid-19 and the Ukrainian crisis were also reflected in both platforms. However, the approach to solving drug-related enquires was very different. The main domain of social networks is the speed of communication. DICs offer comprehensive processing of drug enquiries based on evidence-based medicine principles.