

質疑応答データベースの作成

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Creation of a database of inquiry response records

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Abstract

Objective: We created a database of records of inquiries from physicians, nurses, and pharmacists received and responded to by the Drug Information Room (DI Room) of the Kitasato Institute Hospital. We report on the database.

Methods: We used commercially available database software (Microsoft Access®) to create the database of our records of responses to inquiries. The database was connected to the in-hospital local area network (LAN) to allow access from anywhere in the hospital.

Results and Conclusion: The following information is included in the database: date of inquiry, the person in charge of the response, person who submitted the inquiry and affiliation, type of inquiry, details of the inquiry, details of the response, response status, whether the response was checked by another person, whether relevant reference materials were stored or not, patient information (ID number and name), comments by the checker, and a reference list. The functional property of the database includes (1) the ability to retrieve past records of responses to inquiries; (2) one-click creation of a response form; and (3) easy tabulation of records of inquiries. In addition, the database is accessible from computers in the Pharmaceutical Department and the ward and is therefore useful to staff outside the DI room; the database software can immediately provide responses to inquiries from physicians, nurses, and patients when the DI room is closed on holidays or at night or when pharmacists are working in the ward by referring to responses, if any, to past inquiries similar to the current request. In this way, the database has greatly contributed to enhancing the efficiency and quality of the inquiry response process in our hospital. Creation of a database of inquiry response records may help other institutions in a similar way.

Key words: inquiry response record, database