

**NORTHWEST**  
**TELEPHARMACY+**  
Solutions

September 2015

**Mission Statement:** To be the leading comprehensive pharmacy services provider to Canadians and health care related institutions in under-served markets and times, utilizing innovative technologies.

**After Hours Case Example:**

An order was received for a newly admitted patient, RJ, for dalteparin 2500 units q24h late in the evening in a hospital where the pharmacy had closed. The overnight remote telepharmacist reviewed the patient's clinical notes and discussed the case with the nurse, realizing that the patient needed DVT treatment dosing. The telepharmacist then paged the physician and determined that he had mistakenly left off the end zero and had intended the dosing to be 25 000 units sc q24h (200 units/kg). As RJ's weight was 125 kg, the telepharmacist discussed dalteparin dosing in obesity with the physician, and a new order was received and written for 12 500 units sc q12h (100 units/kg sc q12h). As a result of this pharmacist's review right after time of prescribing, the patient received the appropriate dosing immediately, for a serious, potentially life-threatening condition.

**Why choose North West Telepharmacy Solutions?**

Currently, Accreditation Canada's Medication Management standards suggest organizations should have access to a pharmacist on a 24 hour basis, 7 days per week to answer medication related questions specific to that organization. However, there are multiple published studies demonstrating that having a pharmacist involved at the time of prescribing and reviewing every medication prescribed before it is given to the patient improves patient outcomes, reduces medication errors, shortens length-of-stay and saves the hospital money<sup>1234</sup>. Perhaps there is room to improve over Accreditation Canada's current standards; mistakes and errors don't stop once the pharmacy department closes. The case presented above is just one example of how 24-hour availability of a pharmacist prevented a potentially serious medication error.

Amongst North West Telepharmacy Solutions' team of over 85 pharmacists, many have Pharm Ds, Master's degrees, Residencies, specializations and/or certifications. We have pharmacists who speak 17 different languages and combined, have over 500 publications. Most importantly however, our pharmacists have extensive front-line hospital experience. Our desire is for all patients to have access to the same standard of care, across the country, regardless of geographical location or time of day, and we utilize innovative technologies to achieve this.

**North West Telepharmacy: Your Hospital's Pharmacy Solution:**

North West Telepharmacy Solutions understands patient safety is number one priority for healthcare. That explains why we don't stop working at 4 pm. We offer 24/7 Around-the-clock pharmacist medication order review and after-hours On Call Service.

For more information on adding our services to your hospital, visit our website at [www.northwesttelepharmacy.ca](http://www.northwesttelepharmacy.ca) or contact:



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### North West Telepharmacist Feature: Introducing Wissam Hegazi



Wissam graduated from the University of Cairo with a Bachelor of Pharmacy in 1995, and then she obtained her license as a pharmacist in Ontario in 2005. She has developed a solid clinical background working at Quinte Health Care for 10 years covering various areas including: General medicine, Oncology, Rehab, General Surgery and the Behavioral Geriatric unit. Wissam joined the North West team in 2010 and has had the opportunity to work with different health care facilities serving remote hospitals. In 2007, Wissam received a certificate of achievement in Clinical pharmacokinetics through University of Georgia to improve patient care in dosing and monitoring Aminoglycosides, Phenytoin, Vancomycin and Digoxin therapy. In 2011, Wissam received a certificate of achievement in dosing and monitoring TPN through University of Minnesota. In 2012, she became a Certified Geriatric Pharmacist and in 2013, Wissam received her certification as Diabetic Educator.

Outside the pharmacy world, Wissam is a mother of an active boy and a girl, who keep her on a busy schedule spending most her time between the pool deck, the gymnastics club and the skating rink.

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<sup>1</sup> Schneider PJ. Evaluating the Impact of Telepharmacy. *Am J Health-Syst Pharm.* 2013; 70:2130-5

<sup>2</sup> Cole SL, Grubbs JH, Din C et al. Rural Inpatient Telepharmacy Consultation Demonstration for After-Hours Medication Review. *Telemedicine and e-Health* 2012 Sep;18(7):530-537.

<sup>3</sup> Garrelts JC, Gagnon M, Eisenberg C et al. Impact of telepharmacy in a multihospital health system. *Am J Health-Syst Pharm.* 2010; 67:1456-62

<sup>4</sup> Bryant J, Vanstone G, Dhaliwall S, et al. Utilizing a telepharmacy model to support 24/7 medication order entry and electronic medication administration records for a collaborative group of community hospitals. Poster Presentation at CSHP SES August 2014.