

PCNE WORKING CONFERENCE, HILLERØD, DENMARK, 8-11TH FEB 2023

# European cross-border ePrescription service: Estonian and Finnish pharmacists' first experiences with pharmacist-patient interaction and safe use of medications

Reelika Jõgi  
Estonian State Agency of Medicines, University of Tartu

Reelika Jõgi (1,2), MSc; Johanna Timonen (3), PhD; Leena Saastamoinen (4), PhD; Ott Laius (2), PhD; Daisy Volmer (1), PhD

1 Institute of Pharmacy, Faculty of Medicine, University of Tartu, Estonia

2 Estonian State Agency of Medicines, Tartu, Estonia

3 School of Pharmacy, University of Eastern Finland, Kuopio, Finland

4 Finnish Medicines Agency (Fimea), Helsinki, Finland

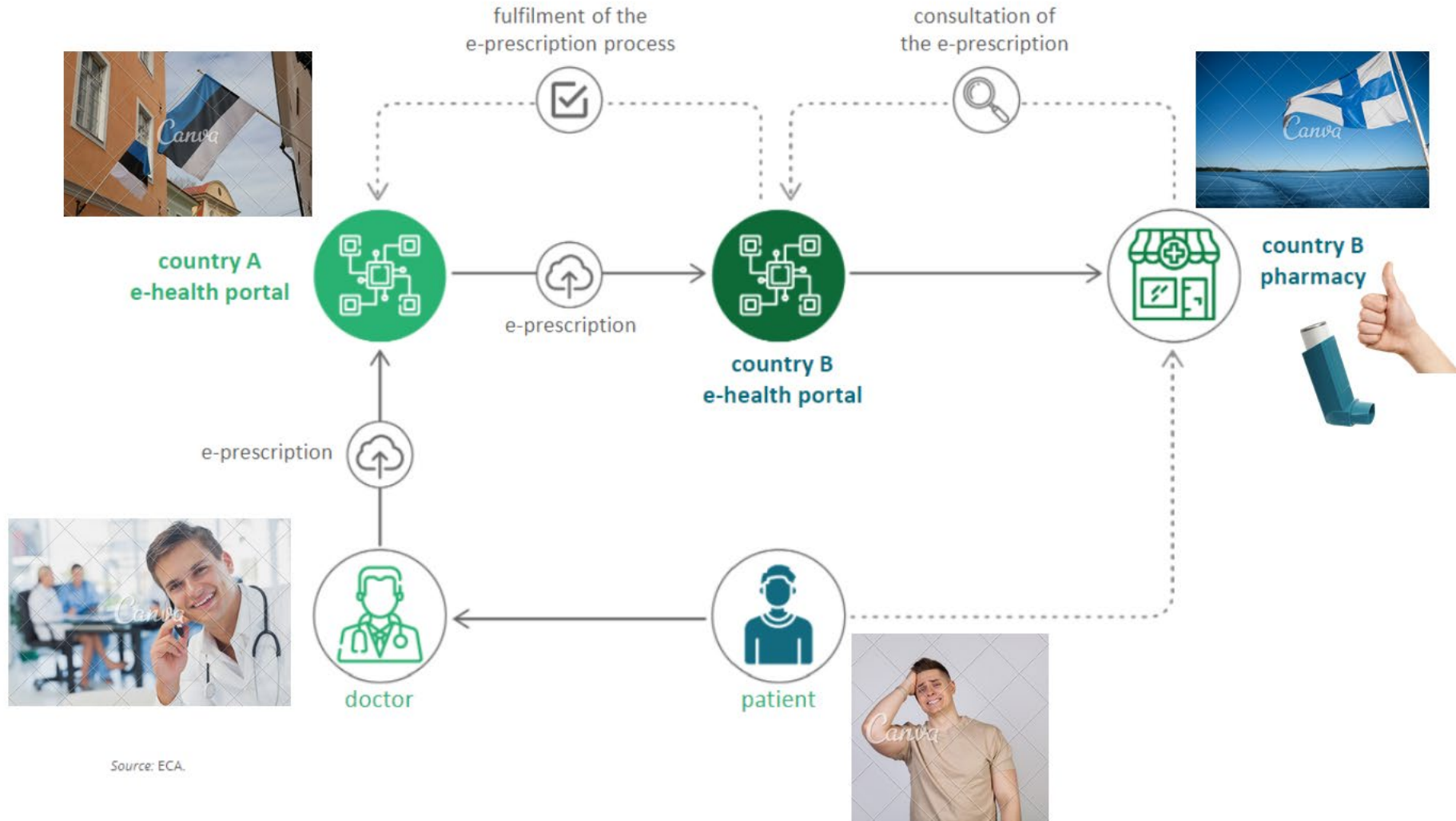


REPUBLIC OF ESTONIA  
AGENCY OF MEDICINES



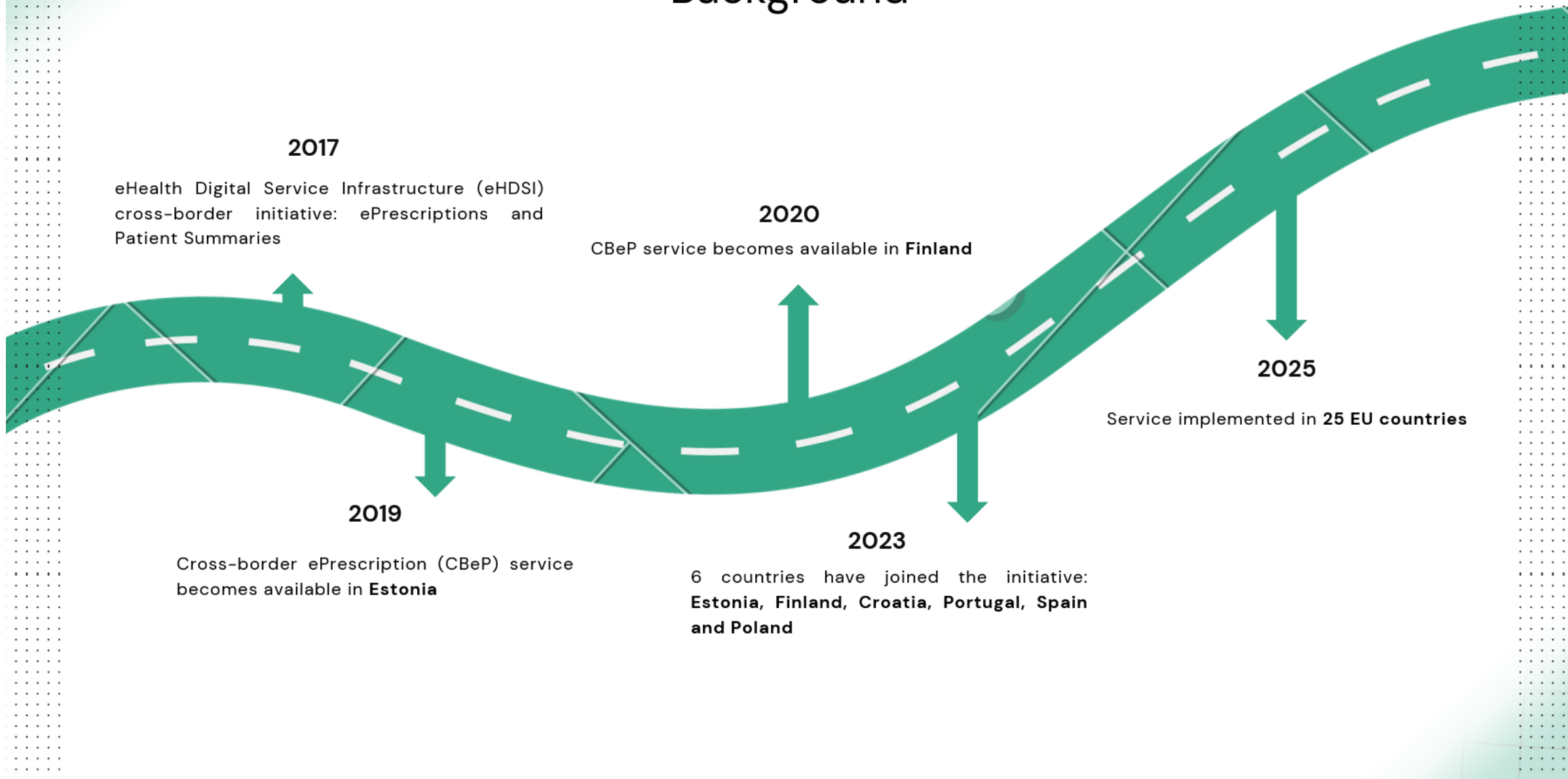
fimea

# Cross-border ePrescription (CBeP)?



Source: ECA.

# Background



**2017**

eHealth Digital Service Infrastructure (eHDSI) cross-border initiative: ePrescriptions and Patient Summaries

**2019**

Cross-border ePrescription (CBeP) service becomes available in **Estonia**

**2020**

CBeP service becomes available in **Finland**

**2023**

6 countries have joined the initiative: **Estonia, Finland, Croatia, Portugal, Spain and Poland**

**2025**

Service implemented in **25 EU countries**

## Our aim was to

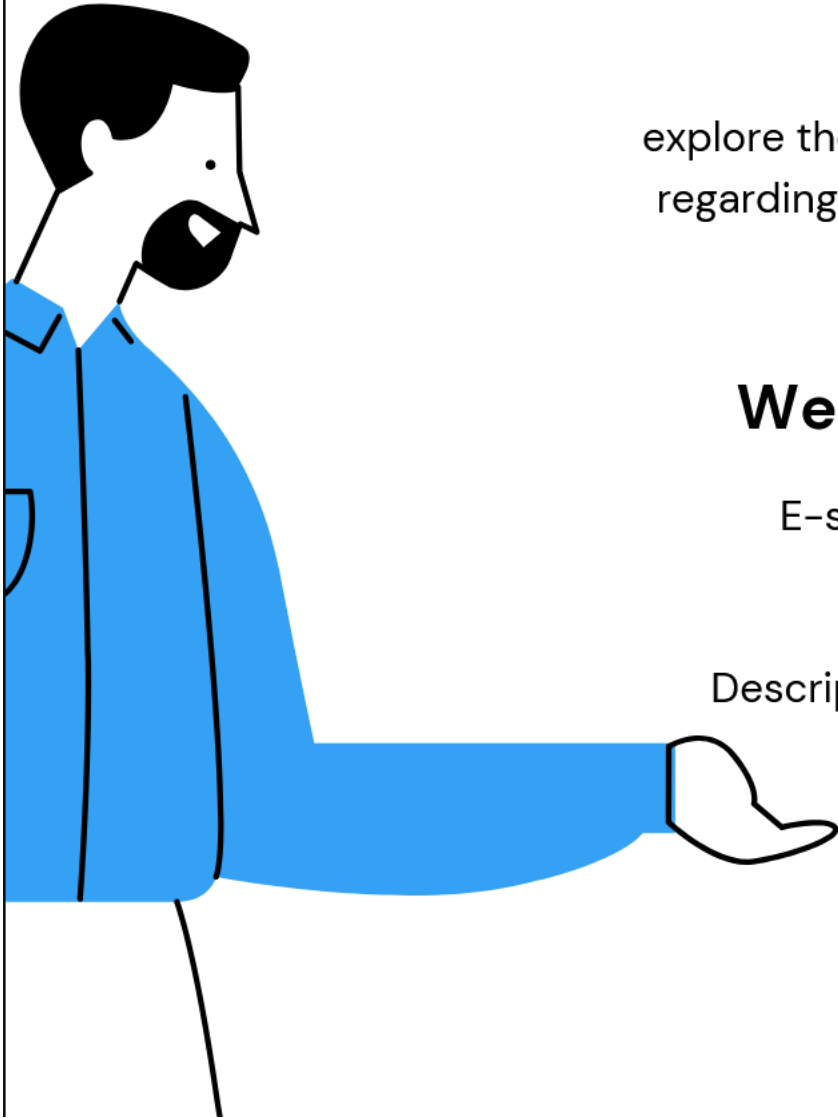
explore the experiences of Estonian and Finnish pharmacists regarding **pharmacist-patient interaction** and **safe use of medications** with CBeP.

## We used the following methods:

E-survey for Finnish and Estonian pharmacists



Descriptive statistics and qualitative content analysis



# Findings of our study

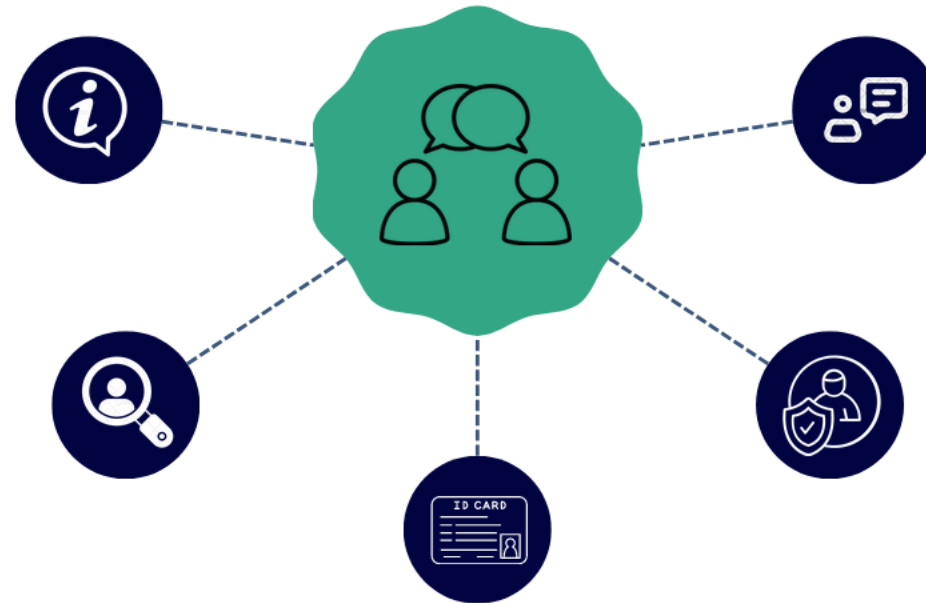
In total, 84 responses from Estonia and 154 responses from Finland were included in the study.

## 1. Are the patients well informed about CBeP?

Less than **45%** of respondents agreed that the patients are (well) informed about CBeP.

## 2. First step – identifying the patient

Approx. **70%** of the respondents had never encountered problems with identifying the patient with CBeP.



## 3. What problems arised with identifying the patient?

- Problems with **accessing the personal data** (patient knowledge) (46%, 15/33 of Estonian respondents).
- **Interpreting the identity card** (36%, 15/42 of Finnish respondents).

## 5. Pharmacists are obliged to inform the patient about processing of personal data

**57%** of Estonian and **75%** of Finnish respondents **always or often informed the patient** about processing of personal data.

## 4. Personal data exchange – is it safe?

**Yes**, according to more than **96%** of the respondents.

# Findings – medication safety and counselling

## Is medication counselling necessary for patients with CBeP?

**Yes, it is** – 86% of Estonian and 92% of Finnish respondents.

## Does the language barrier interfere with the patient counselling?

**Yes, it does** – 70% of Estonian and 73% of Finnish respondents.

## Dosage instructions (open field) are not translated in the system.

### Does it complicate medication counselling?

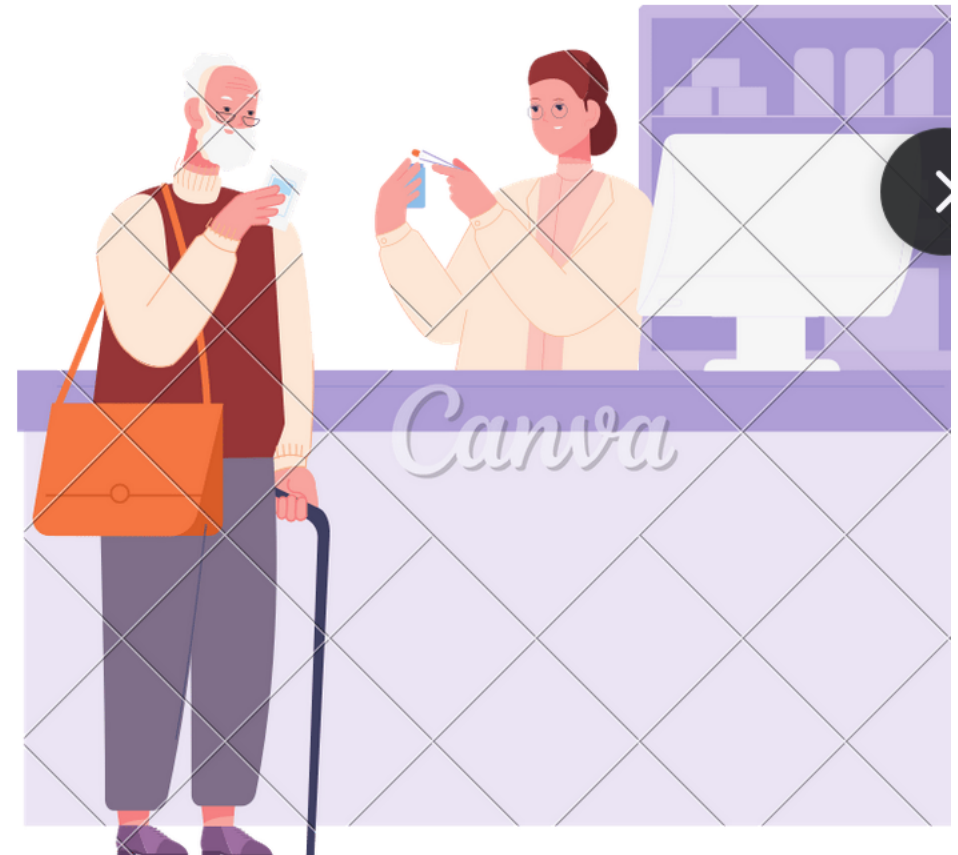
**Yes, it does** – 74% of Estonian and 83% of Finnish respondents.

## Is it easy to monitor drug interactions?

**Mostly, it is not** – 56% of Estonian and 62% of Finnish respondents.

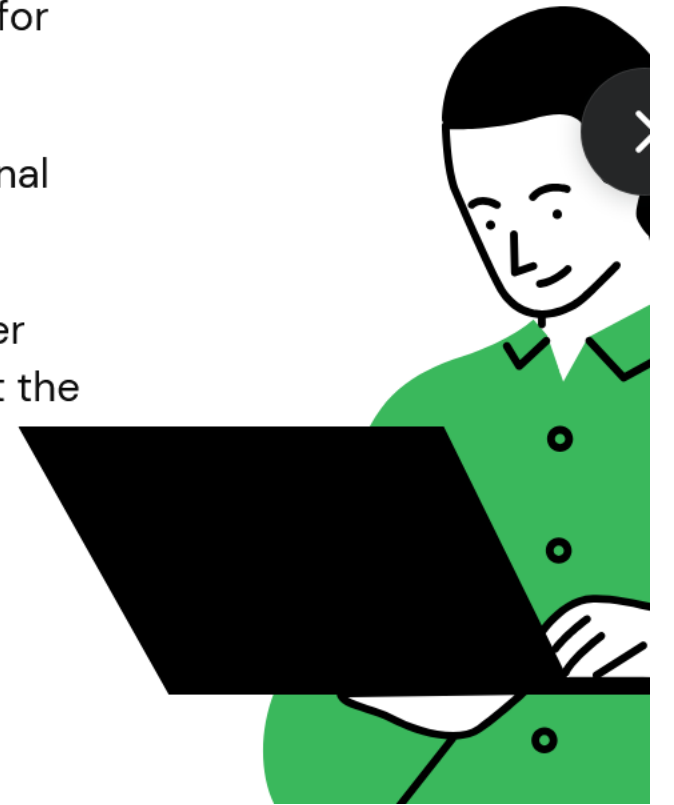
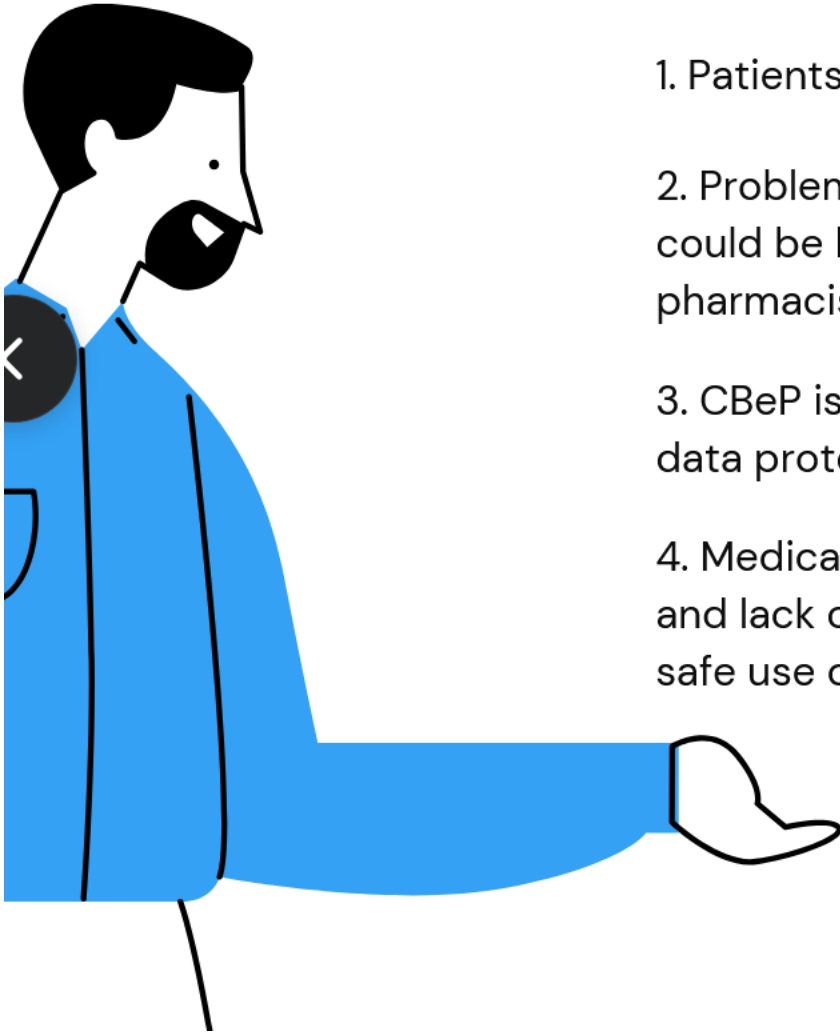
## Does the CBeP ensure the safe use of medications?

**Yes, but with conditions** – approx. 55% of all respondents somewhat agreed with this statement.



# Conclusions

1. Patients' knowledge on CBeP could be improved.
2. Problems with patient identification are rare and if present, could be linked with patients' knowledge and guidelines for pharmacists
3. CBeP is considered safe from the standpoint of personal data protection by pharmacists.
4. Medication counselling is disturbed by language barrier and lack of data, and thus, CBeP may not always support the safe use of medications.



# Thank you!

Do you have any questions?

Contact us!

[reelika.jogi@ravimiamet.ee](mailto:reelika.jogi@ravimiamet.ee)

[LinkedIn](#) Reelika Jõgi

