

Impact of QR codes on modern patient education.

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Abstract

Objective: A business plan to provide patients with direct access to manufacturer instructional videos via QR codes for simplified administration of injectable medications for first time users. This will boost patient adherence, satisfaction, and pharmacist satisfaction. *Methods:* We will incorporate a QR code leaflet with first time user information packets. Then, we will monitor refills for adherence, incoming phone calls to the pharmacy for simple administration questions, and survey pharmacists to measure satisfaction. *Implementation:* A QR code insert will be included with new patient information packets with Dupixent first time users. *Assessment:* The amount of QR code scans, incoming patient administration question calls, and patient adherence via refills will be monitored. If the service has positive outcomes, QR codes will continue to be added and expansion to other new medications will be considered as the pharmacy sees fit. *Exit Strategy:* If the business plan is deemed unsuccessful, QR codes will cease to be printed and will not be included in any packets.

Key Words: Injectable medication, technology, QR codes, first time users, administration, adherence, patient outcomes, satisfaction.