

Title: ADOC Customer Service Center for person with diabet

In: Posters on Tuesday, 3 September 2013, 09:00-17:00

Type: Poster

By: KOCIC-PESIC, Vukica (ADOC d.o.o., Quality controle, Belgrade, Serbia)

Co-author(s): Opacic, OLIVERA (ADOC d.o.o., Belgrade, Serbia)

Abstract:

Introduction: Wholesale company ADOC Belgrade is one of the companies which distribute blood glucose meters on Serbian market. From 2008 ADOC in its own organisation have customer service centre for person with diabetes to support them with all information which they need about their medications, self-monitoring or proper nutrition.

Aims: The first aim of this research was data collection from patient complains for using blood glucose meters and evidence interventions of pharmacists.

The second aim were data collection of patient satisfaction with service provided in the centre.

Methods: For intervention evidence in customer service we create a record for potential critical complaints affecting patient safety. For measuring the customer satisfaction with service and safe use of blood glucose meter, a questionnaire was created.

Results: The structure of customer complaints for glucometers was regarding device conversion and device service. During the 2011 there were 1345 complaints and during the 2012 there were 1641 complaints.

The questionnaire for patients[simplequote] satisfaction has been completed during the period from January until December 2012. Total number of completed questionnaires was 225.

99% of the customers were very satisfied with service and 96% were motivated after visited the centre to take care of their healthy and change bad habits.

Conclusion: Persons with diabetes are complex patients and they need various information and help for good management of diabetes. In ADOC customer service centre patients are given integrated care service for appropriate use of their blood glucose meter and employees tend to motivate customers to change their life habits.