

Paraguay Medication Information Center as a Promoter of the Rational Use of Medicines: Descriptive Analysis of the Consultations Attended †

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Abstract: The Medication Information Center (CIM, for its acronym in Spanish) is an operational unit that provides technical-scientific information on drugs in an objective and timely manner according to the particular information needs. The objective of this work was to describe the consultations received at the CIM-Paraguay during the 2015-2020 period. Methods: descriptive, cross-sectional observational study, all the consultation files entered in the CIM during the study period were taken, obtaining a total of 282 consultations with an average of 47 consultations per year. The most frequent consultation topics were on Pharmacovigilance (29.3%) and pharmaceutical legislation (27.2%). Most of the questions were classified as non-urgent, with a response time of between 24 hours and a maximum of one week, depending on the complexity of the question. The main consultants were physicians (42.2%) followed by Pharmacists (39.4%). Among the entities or institutions that consulted the most frequently were hospitals, CIM from other countries, Ministries of Health, and the university. In conclusion, the characterization of the consultations made allowed to know the information needs, and provide objective, directed, and quality information has contributed to the resolution and decision-making in the different situations related to drugs.

Keywords: Drug Information Center; rational use of drugs; objective information.

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Conflicts of Interest

The authors declare no conflict of interest.