

Pseudo-customer project with Versandapotheke Europa Apotheek Venlo

Overview

Duration:

01 April 2010 - 31 July 2010

Research Team:

[Prof. Dr. Gerd Glaeske \(verstorben\)](#) (Head of project)

Apothekerin Stanislava Dicheva

Funding:

Europa Apotheek Venlo

Details

Pseudo-customer project for evaluating the counselling quality of Versandapotheke Europa Apotheek Venlo: Evaluation of availability and quality of pharmaceutical counselling given by pharmacists; examination of the advice given with regard to problematic medication, unwanted effects of medication, and the interactions of individual components of ordered medication; the evaluation of the pharmaceutical staff's recommendations for certain products according to the criteria of evidence-based medicine.

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Project Type:

Third-party funded project