

“We care for people and this pilot shows that and proves we can be more of a clinical part of the community.”

Amir,

Community Pharmacist using Kardia Mobile to detect atrial fibrillation in the community
Waltham Forest



Amir's Story

Dispensary to high street clinic

PROFILE



Amir

 **Waltham Forest, London**

Amir is in his mid twenties and has been working at his family's pharmacy since he completed his training. Amir enjoys speaking to his customers and helping them with their prescriptions, he is always striving to make the pharmacy provide a better service and for it not to "just be a dispensary."

"Sometimes you can get into the routine at work of doing the same thing over and over...this [pilot] has been a reminder of why I got into this profession in the first place, it's inspired me to do more."

PILOT DETAILS:

1. Pulse check for atrial fibrillation (AF) in community pharmacy with Kardia™ Mobile by AliveCor
2. Specialist review of abnormal results and invitation to One Stop AF Clinic
3. One Stop AF Clinic for diagnostics and treatment initiation

BEFORE

Amir is keen for his pharmacy to test new ways of working to help improve their service. He wants to build a stronger network within the local community by improving the pharmacy's connections with GPs.

Amir was contacted by his Local Pharmaceutical Committee asking if his pharmacy wanted to work with Care City to test an innovative way of screening for Atrial Fibrillation (AF) using Kardia™ Mobile by AliveCor, a mobile ECG device.

Amir was excited by this opportunity. *"The attraction is that its a clinical service, if we can provide better services here then it reduces the time and strain on GPs and Doctors."*

Amir attended the training which he found helpful and straightforward.

"Everything was quite self-explanatory once we had been to the training. They gave us the pathway so it made it quite easy."



DURING

At the outset Amir found it difficult to recruit customers to have their pulse checked. Amir used leaflets and posters to advertise the service.

Initially, when an abnormal rhythm was detected, Amir struggled to explain this result to patients. As Amir became more experienced using Kardia he gained confidence explaining what the device did and how it worked to his customers. Over time recruiting customers to have

their pulse checked became easier and he felt more comfortable reassuring nervous patients.

Amir enjoyed using the Kardia™ Mobile device.

"Using the tool is easy, it's about actively engaging people to use it."

Amir would like to learn more about *"how to read the ECG traces."*



AFTER

Amir feels honoured that he is able to detect AF, using Kardia™ Mobile, in his local community. The test has inspired him to become more involved in the clinical side of patient healthcare. It has reminded him of his original motivations for becoming a pharmacist in the first place.

"I could have a positive impact on someone's life and that's something I really care about."

Being part of the pilot has also given Amir an opportunity to apply the technical knowledge he obtained during his training.

"As a pharmacist, when you go to university you go through so much training and learn so much medical/clinical knowledge but you don't often get the chance to use it... this technology enabled me to use that knowledge."

