Drugs and pharmacists, lifetime partners –the patient perspective

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When a patient is diagnosed with a life-threatening or chronic disease, the contact with the pharmacist and the drugs becomes acute in the path of the patient's journey. The talk will highlight the patient's experience and personal lessons learned related to her interaction with pharmacists, other healthcare professionals and the pharmaceutical industry in two different continents (her host country Japan and home country Belgium). The personal experience will be generalised with examples of patient's unmet needs and concrete suggestions to improve patient-centric healthcare in Japan will also be presented.