# INTRODUCTION: Invest in the beginning and establish the relationship

<table>
<thead>
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<th>Example phrases/words to use</th>
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<td>&quot;Hi, I'm (name), one of the student pharmacists here today. How can I help you?&quot;</td>
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## ESTABLISH PURPOSE AND RAPPORT

**Pharmacist introduces him/herself to the patient** *(i.e., greets patient/patient’s agent in a friendly manner as a student pharmacist)*

## Pharmacist verifies identity of person picking up prescriptions

**Profile Update:** Pharmacist acknowledges/verifies/updates information on profile

- We have a X allergy noted. What new allergies do you have, if any?
- What other medical conditions do you currently have, if any, besides [whatever is on current on profile]?
- What supplements, OTC meds, herbals are you currently using?

**Pharmacist states purpose of consultation** *(i.e., lets patient/ patient’s agent know that the pharmacist would like to talk about the medication)*

- "I’d like to take a minute or two to ask you some questions to make sure you get the most benefit from this medication.”

## 1st (non-prime) QUESTION: Have you taken <name of medication> before?

**BODY: Elicit the patient’s perspective**

### PRIME QUESTION #1 - What did the doctor tell you this was for?

- What it is used

### PRIME QUESTION #2 - How did s/he tell you to use it?

- How to use it (and identifies instructions on label)
- Special administration instructions, if any
- What to do if a dose is missed (not for PRNs)

### PRIME QUESTION #3 - What did s/he tell you to expect?

- How long it takes to work
- How the patient will know if it’s working
- What should the patient do if it doesn’t work
- Possible side effects/cautions/warnings
- Refill info
- Special storage instructions, if any

**CONCLUSION: Invest in the end**

- "That was a lot of information. Just to make sure that I didn’t miss anything, please tell me how you will use this medication when you get home.

**CLOSING**

- "What [other] questions do you have for me?"

**SPEAKING**

- "If questions arise after you leave today, you can contact me or anyone else in the pharmacy. Our contact information is here (while pointing to it on the label)"

**TIMING**

- "Pharmacist completed the session in a timely manner, i.e., usually a few minutes"