

UW SOP PY1 (Class of 2022) Skills Series PATIENT CONSULTATION on New Rx ASSESSMENT FORM

Grading is Pass/Redo: P = address/assess patient understanding of all bolded items, R = anything less

INTRODUCTION: Invest in the beginning and establish the relationship	
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)	Example phrases/words to use "Hi, I'm {name}, one of the student pharmacists here today. How can I help you?"
Pharmacist verifies identity of person picking up prescriptions Profile Update: Pharmacist acknowledges/verifies/updates information on profile	"What is your name and date of birth?" "To start, I want to make sure our records are up-to-date." <ul style="list-style-type: none"> 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 X? What other prescription medications are you using, 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? <ul style="list-style-type: none"> What it is used 	
PRIME QUESTION #2 - How did s/he tell you to use it? <ul style="list-style-type: none"> 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) 	Can Say USE vs TAKE when appropriate, since some meds are not oral
PRIME QUESTION #3 - What did s/he tell you to expect? <ul style="list-style-type: none"> 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 	Can add additional questions under this prime question to prevent overloading the patient. Examples: <ul style="list-style-type: none"> "What did the doctor tell you about how long this will take to work?" "What did the doctor tell you to do if the medication doesn't work?" "What did the doctor tell you about side effects?"
<ul style="list-style-type: none"> How to prevent/manage those side effects, etc. Refill info Special storage instructions, if any 	
CONCLUSION: Invest in the end	
VERIFICATION/ TEACH BACK <ul style="list-style-type: none"> Pharmacist open-endedly verified that patient understood how to use the medications and other important points of the consultation. 	"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 <ul style="list-style-type: none"> Pharmacist open-endedly inquired if the patient has any or additional questions, ie, at the end of consultation session or other appropriate time. Pharmacist closed session appropriately, offered contact information to patient 	"What [other] questions do you have for me?" "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)"
<ul style="list-style-type: none"> Pharmacist effectively integrated product, patient information leaflet, and "show and tell" as visual aids during consult(i.e., pointed out info on label, showed medication, etc.) Pharmacist made reference to written material for patient throughout conversation, not just at end. 	
SPEAKING Pharmacist's speaking style enabled patient/pt's agent to learn about the medication and feel comfortable with pharmacist. <i>Style items include but are not limited to:</i> <ul style="list-style-type: none"> Tone of voice/ confidence Rate of speech Choice of words Demonstrating empathy 	<ul style="list-style-type: none"> Eye contact/ body language Mannerisms (ums, uhs, likes, etc.) Demeanor
TIMING <ul style="list-style-type: none"> Pharmacist completed the session in a timely manner, i.e., usually a few minutes 	