

## General Medication Counselling – A Student Guide<sup>1</sup>

<p><b>Pre-counselling background information gathering (from chart +/- in discussion with preceptor)</b></p> <ul style="list-style-type: none"> <li>✓ Confirm indication of medication(s) for patient</li> <li>✓ Review current Rx meds, non-Rx meds, natural health products (NHPs) and alternative medicines</li> <li>✓ Confirm allergies, pregnancy and lactation status – if applicable</li> <li>✓ Confirm that patient has no contraindications to the medication prescribed</li> <li>✓ If available at your site, obtain a written patient information sheet specific to the medication prescribed to supplement verbal counselling (ask your preceptor if there is a site specific database that you can use)</li> </ul>
<p><b>Introduction</b></p> <ul style="list-style-type: none"> <li>✓ Introduce yourself as a student pharmacist and your supervising practice educator as a pharmacist</li> <li>✓ Identify Patient (Name and 1 identifier: DOB)</li> <li>✓ State the reason for the visit/counselling session (e.g. to counsel them on a medication, stating the name of the medication)</li> <li>✓ Identify if any caregiver/family would like to be present for the counseling session and schedule the meeting time accordingly.</li> <li>✓ State the approximate time the counselling session will take</li> <li>✓ Ensure privacy and ask any other relevant questions to confirm information found in the chart if needed</li> </ul>
<p><b>Medication</b></p> <ul style="list-style-type: none"> <li>✓ State the generic and brand names of the medication prescribed</li> <li>✓ Ask patient what they know about the medication</li> <li>✓ Explain what the medication is being used for</li> <li>✓ Be ready to discuss how the medication works and when and how the patient can monitor for effect. Gauge patient's interest and level of understanding and adjust depth of the discussion</li> <li>✓ Explain the dosing and directions for use.</li> <li>✓ Discuss any special administration instructions if applicable (e.g. inhaler technique). Be prepared to demonstrate or consider having the patient perform the administration technique and then provide feedback and instruction as needed.</li> <li>✓ Explain what the patient should do if they miss a dose.</li> <li>✓ Duration, if known [discuss with preceptor if unclear]</li> </ul>
<p><b>Side Effects</b></p> <ul style="list-style-type: none"> <li>✓ Discuss the most common and important side effects of the medication prescribed</li> <li>✓ If applicable, discuss if and when the patient should call the nurse/doctor, or when to go to emergency (if discharged)</li> </ul> <p><b>SE Management/Prevention</b></p> <ul style="list-style-type: none"> <li>✓ Discuss ways to manage, minimize and/or prevent side effects</li> <li>✓ Discuss what to do if side effects persist or are intolerable</li> </ul>
<p><b>Interactions</b></p> <ul style="list-style-type: none"> <li>✓ Identify important drug-drug, drug-food, and drug-natural health product interactions and how to manage them (if applicable).</li> <li>✓ Discuss any medications, OTC products, or natural health products that should be avoided while taking the prescribed medication.</li> <li>✓ Advise patient to always check with his/her doctor or pharmacist before starting any new medication or over the counter product</li> </ul>
<p><b>Laboratory Monitoring</b></p> <ul style="list-style-type: none"> <li>✓ If applicable, explain the need for any lab work, what the lab tests are, how often they would need to get checked, and what target values would be appropriate</li> </ul>
<p><b>Proper Storage (may skip if not enough time or too much info)</b></p> <ul style="list-style-type: none"> <li>✓ Explain storage requirements</li> </ul>
<p><b>Summary</b></p> <ul style="list-style-type: none"> <li>✓ Summarize the main points including what to expect and when to expect it</li> <li>✓ Review what the patient should do if no relief is obtained</li> <li>✓ Stress importance of adherence to medication (and any lab work if necessary). Offer suggestions for improving adherence if needed</li> <li>✓ Ask patient to reiterate important points</li> <li>✓ Ask patient if he/she has any questions. If any questions, student pharmacist or practice educator available to answer them</li> <li>✓ Provide written information if available/applicable. If written information is being provided, remind the patient that written information can be referred to for further information or if they have other questions as well.</li> <li>✓ Thank patient</li> </ul>

<sup>1</sup>Adapted with permission from the LMPS (SPH, SMH, VGH) EEF's counselling checklists (with contributions from Dr. M. Leung and her directed studies students March 2016) © The University of British Columbia, Faculty of Pharmaceutical Sciences, 2016. All rights reserved.