5D: PHARM 504 PATIENT w/ Diabetes CONSULTATION ASSESSMENT FORM

PHARMACIST: _____   **DATE:** _____   **ASSESSOR:** _____

Grading is Honors/Pass/Redo: **H = Yes on all criteria, P = Y or Yes but on all criteria, R = 2 or more Ns**

PROCESS/CONTENT	*Rationale and Evidence to Support Rating*	Y	Yb	N
INTRODUCTION/ESTABLISH PURPOSE and RAPPORT ● **Pharmacist introduces him/herself to the patient,** *ie,* greets patient/patient's agent in a friendly manner as a pharmacist *eg,* "Hi, I'm {name}, one of the pharmacists here today." ● **Pharmacist verifies identity of person picking up prescriptions,** *ie,* 'What is your name?" DOB/MI/address, etc. Might also double check information, eg, allergies, diagnosis, other medications, etc. ● **Pharmacist states purpose of consultation**, *ie,* lets patient/patient's agent know that pharmacist would like to talk about the medication.				
New Rx DRUG INFO **Pharmacist accurately reviewed/instructed the following information about the patient's medications through questioning or other means.** ● name of medication ▪ what it is used for ▪ how to use it (and identifies instructions on label) ▪ special administration instructions, if any ▪ what to do if a dose is skipped (not for PRNs) ▪ how long does it take to work? ▪ how will the patient know if it's working? ▪ if it doesn't work, what should pt. do? ▪ possible side effects/cautions/warnings ▪ how to prevent/manage those side effects, etc. ▪ refill info ▪ special storage instructions, if any				
REFILL MED(S): SHOW and TELL, QUESTIONS ▪ **Pharmacist showed the patient the medication inside the bottle and asked pt to verify contents.** Eg, "Is this the medicine you have been taking?" ▪ What are you taking/using this medication for? ▪ How have you been taking/using it? ▪ What concerns or questions do you have about this medication, if any?				

QUESTIONING
● **Pharmacist asked the 3 prime questions in some fashion and other *open-ended* questions throughout the consultation to stimulate dialogue and find out what the patient already knows:** *eg,* Have you taken [*name of med*] before?
    ○ What did the prescriber tell you this was for?
    ○ How did s/he tell you to use it?
    ○ What did s/he tell you to expect? Side effects, how long to work, etc.				

● **Pharmacist verified that patient understood how to use the medications and other important points of the consultation *open-endedly*.**				
● **Pharmacist *open-endedly* inquired if the patient has any or additional questions,** *ie,* at the end of consultation session or other appropriate time.				
VISUAL AIDS and TIMING ● **Pharmacist used product as effective visual aid** (*ie,* pointed out info on label)				
● **Pharmacist made reference to written material for patient.**				
● **Pharmacist completed session in a timely manner,** *ie,* less than 5 minutes				
STYLE		Y	Yb	N
Pharmacist's speaking style enabled patient/pt's agent to learn about the medication and feel comfortable with pharmacist. *Style items include but are not limited to:* ▪ tone of voice/confidence * eye contact/body language ▪ rate of speech * mannerisms (ums, uhs, likes, etc) ▪ choice of words * demeanor ▪ empathic response to patient's comments or questions				

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