

# Introduction to Nonprescription Drugs

Kayla Kent  
Doctor of Pharmacy Candidate 2010  
February 19th, 2010

## Goal and Objectives

### Goal

- To be able to conduct an over-the-counter medication consultation

### Objectives

- Describe a pharmacist's role in self-care
- Perform an adequate patient encounter for assessment of self-care
- Assess a patient's ability/need for self-care
- Counsel a patient regarding self-care

## Importance to you...

### IPPE Requirement:

**Objective #6:** Communicate appropriate information about medications.

- 6b. Communicate with patients about non-prescription drug products, devices, and diagnostics.

<http://depts.washington.edu/pharmopp/practicum.htm#527>

## Common Ailments Self-treated

## FDA OTC classification

- FDA considers the following three questions when determining a drug's classification:
  - Can the patient adequately self-diagnose the clinical abnormality?
  - Can the clinically abnormal condition be successfully treated?
  - Is the self-treatment product safe and effective for consumer use, under conditions with actual use?

## Drug Facts Box

- Active ingredients
- Uses
- Warnings
- Directions
- Other information
- Inactive ingredients
- Warnings

Drug Facts	Active Ingredient (in each capsule)	Purpose	Drug Facts (continued)
Lansoprazole 15 mg		Acid reducer	<ul style="list-style-type: none"> <li>• lansoprazole (acid-reducing medicine)</li> <li>• lansoprazole (immune system medicine)</li> <li>• lansoprazole (immune system medicine)</li> </ul>
<b>Use</b> <ul style="list-style-type: none"> <li>• treats frequent heartburn (occurs 2 or more days a week)</li> <li>• not intended for immediate relief of heartburn. This drug may take 1 to 4 days for full effect.</li> </ul>			
<b>Warnings</b> <p><b>Allergy alert:</b> Do not use if you are allergic to lansoprazole.</p> <p><b>Do not use:</b></p> <ul style="list-style-type: none"> <li>• if you have trouble or pain swallowing food, vomiting with blood, or bloody or black stools. These may be signs of a serious condition. See your doctor.</li> <li>• if you have had heartburn over 3 months. This may be a sign of a more serious condition.</li> <li>• heartburn with <b>lightheadedness, sweating or dizziness</b></li> <li>• chest pain or shoulder pain with dizziness or breath, sweating, pain spreading to arms, neck or shoulders, or lightheadedness</li> <li>• frequent <b>chest pain</b></li> <li>• frequent wheezing, particularly with heartburn</li> <li>• unexplained weight loss</li> <li>• nausea or vomiting</li> <li>• stomach pain</li> </ul> <p><b>Ask a doctor or pharmacist before use if you are taking:</b></p> <ul style="list-style-type: none"> <li>• warfarin (blood-thinning medicine)</li> <li>• prescription antacid or anti-ulcer medicines</li> <li>• digoxin (heart medicine)</li> </ul>			
<b>Directions</b> <ul style="list-style-type: none"> <li>• adults 18 years of age and older</li> <li>• this product is to be used once a day (every 24 hours), every day for 14 days</li> <li>• 15 mg take 1 to 4 days for full effect, although some people get complete relief of symptoms within 24 hours</li> <li>• 14-Day Course of Treatment                             <ul style="list-style-type: none"> <li>• swallow 1 capsule with a glass of water before eating in the morning</li> <li>• take every day for 14 days</li> <li>• do not use more than 1 capsule a day</li> <li>• swallow whole. Do not crush or chew capsules.</li> <li>• do not use for more than 14 days unless directed by your doctor</li> </ul> </li> <li>• (Revised 14-Day Course, if needed)                             <ul style="list-style-type: none"> <li>• you may repeat a 14-day course every 4 months</li> <li>• do not take for more than 14 days or more often than every 4 months unless directed by a doctor</li> </ul> </li> </ul> <p>Children under 18 years of age: see doctor before use. Heartburn in children may sometimes be caused by a serious condition.</p>			

## Pharmacist's Role in Self-Care



## Importance of OTC consultation

According to the United Health Foundation, over 178,000 hospitalizations a year are due to the misuse of OTC medications

<http://www.youtube.com/watch?v=FWMmqbY6fkq>

## Patient Care Process

- Assess patient's needs
  - Identify problem and gather pertinent information
- Create a care plan
  - Counsel patient regarding care plan
- Arrange for follow up

## Assess patient's needs

Problem Solving Model:

- Identify the problem
- Gather pertinent information
- Identify exclusions for self-treatment
- Patient assessment and triage
- Identify any alternate solutions

## Assess patient's needs

Problem Solving Model continued:

- Select optimal solution
- Prepare and implement a plan
- Provide patient education
- Follow up to evaluate patient outcome

## Patient Care Encounter

- First step is to \_\_\_\_\_
- Then Ask an open ended question
- Begin the information gathering process
  - Information pertaining to the patient
  - Information pertaining to the chief complaint

## Patient Care Encounter

- Information pertaining to the patient

## Patient Care Encounter

- Information pertaining to the chief complaint
  - **O**
  - **L**
  - **D**
  - **C**
  - **A**
  - **R**
  - **T**
  - **S**

## Patient Care Encounter

- Chief complaint
- Onset, duration
- Description
- Aggravating factors
- Relieving factors
- Associated conditions
- Medications
- Other medications
- Allergies
- Past medical history
- Family history
- Last menstrual period
- Effect on pt's life
- Summary

## Create a Care Plan

- No treatment, self-care treatment, or refer
  - Refer patient if:
    - Symptoms are too severe to handle without diagnosis and treatment
    - Symptoms are minor, persistent, and cannot be attributed to an easily identifiable cause
    - Pharmacist is in doubt about the patients medical condition
    - Patient fits any exclusion criteria for current condition or decided optimal medication

## Create a Care Plan

- Recommend determined optimal product if decision is made to self-treat.
- Counsel patient regarding product use

## Arrange for follow up

- If decision is made to refer, help patient make follow-up appointment with their physician
- Counsel patient regarding what to do if condition does not improve
- Inform patient to call pharmacy with any questions or concerns
- Evaluate patient outcome at follow up

## Summary

- Introduce yourself
- Assess the patient's needs
  - Patient Care Encounter
    - CODARAMOAPFLES
  - Create a Care Plan
    - No treatment, self-care treatment, refer
    - If self-care treatment warranted, recommend optimal product and counsel regarding proper use
  - Arrange for follow-up
    - Evaluate patient outcome

## Competency 6b

*Competency 6b: Communicate with patients about non-prescription drug products, devices, and diagnostics.*

**Task:** Whenever consulting about non-prescription drug products, devices, and diagnostics, the student needs to do three things:

1. Gather information from the patient. At a minimum, this information should include:
  - A description of the symptoms and the time course of those symptoms. If the symptoms can be visualized (e.g. a rash) and are located in a place on the body that is not difficult or inappropriate to examine in a public setting, then the student should physically examine the patient.
  - What the patient has already tried, the time course of that trial, and the result
  - A list of all concomitant disease states, conditions, or medications (prescription, OTC, or health supplement) which might affect either the patient's complaint or the product recommendation.
2. Decide to either refer the patient to a prescriber or to recommend OTC therapy. If the patient needs referral, the student should explain to the patient clearly and in lay language why expert diagnostic help and not self-therapy would be in the patient's best interest.
3. If OTC therapy is warranted, design a plan with the patient, including:
  - What product would probably fit the patient's needs most closely
  - What time frame the patient could reasonably expect to pass before they see evidence of the OTC product working or not
  - What to do if the OTC product doesn't work or if it produces unacceptable side effects.

*All of these tasks should be performed under the guidance of the preceptor.*

**Competency Measure:** The student will spend a minimum of 1–2 hours in the OTC section of the pharmacy, and will provide recommendations to at least 4 people about OTC drugs, devices, or diagnostics. This patient interaction should be initiated by the student, rather than by the patient. The student must document these 4 interactions on forms provided on the following pages and submit them with the rest of this competency portfolio.

## Practice case

## Questions?

If you need to contact me with any further questions, feel free to email me at:

**[kjkent@u.washington.edu](mailto:kjkent@u.washington.edu)**