

**PHARM 504 PATIENT CONSULTATION ASSESSMENT FORM *\*\*LAB FINAL\*\** = 30 pts**



PHARMACIST: \_\_\_\_\_

DATE: \_\_\_\_\_

ASSESSOR: \_\_\_\_\_

Rating Scale:

Y = meet/exceeds criteria

Yes but = almost meets criteria

N = did not do/unacceptable

	<b>PROCESS/CONTENT (65%)</b>	<b>Y</b>	<b>Yes, but</b>										<b>N</b>
<b>1</b>	<b>INTRODUCTION/ESTABLISH PURPOSE AND RAPPORT (13%)</b> Pharmacist introduces him/herself to the patient, <i>ie</i> , greets patient/patient's agent in a friendly manner as a pharmacist <i>eg</i> , "Hi, I'm {name}, one of the pharmacists here today."	<b>1.3</b>	<b>1.0</b>	<b>0.6</b>						<b>0.3 (circle rating)</b>	<b>0</b>		
<b>2</b>	Pharmacist verifies identity of person picking up prescriptions, <i>ie</i> , "What is your name?" DOB/MI/address, etc. Might also double check information, <i>eg</i> , allergies, diagnosis, other medications, etc.	<b>1.3</b>	<b>1.0</b>	<b>0.6</b>						<b>0.3 (circle rating)</b>	<b>0</b>		
<b>3</b>	Pharmacist states purpose of consultation, <i>ie</i> , lets patient/patient's agent know that pharmacist would like to talk about the medication.	<b>1.3</b>	<b>1.0</b>	<b>0.6</b>						<b>0.3 (circle rating)</b>	<b>0</b>		
<b>4</b>	<b>DRUG INFO (15%)</b> Pharmacist accurately reviewed/instructed the following information about the patient's new medication(s) through questioning or other means. <ul style="list-style-type: none"> <li>• name of medication</li> <li>• what it is used for</li> <li>• how to use it (and identifies instructions on label)</li> <li>• special administration instructions, if any</li> <li>• what to do if a dose is skipped (not for PRNs)</li> <li>• how long does it take to work?</li> <li>• how will the patient know if it's working?</li> <li>• if it doesn't work, what should pt. do?</li> <li>• possible side effects/cautions/warnings</li> <li>• how to prevent/manage those side effects, etc.</li> <li>• refill info</li> <li>• special storage instructions, if any</li> </ul>	<b>4.5</b>	<b>4</b>	<b>3</b>	<b>2</b>				<b>1 (circle rating)</b>	<b>0</b>			
<b>5</b>	<b>QUESTIONING (30%)</b> Pharmacist asked the 3 prime questions in some fashion and other <i>open-ended</i> questions <u>throughout</u> the consultation to stimulate dialogue and find out what the patient already knows: <i>eg</i> , Have you taken [ <i>name of med</i> ] 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.	<b>6</b>	<b>5</b>	<b>3</b>				<b>1 (circle rating)</b>	<b>0</b>				
<b>6</b>	Pharmacist verified that patient understood how to use the medications and other important points of the consultation <i>open-endedly</i> .	<b>2.4</b>	<b>1.8</b>	<b>1.2</b>						<b>0.6 (circle rating)</b>	<b>0</b>		
<b>7</b>	Pharmacist <i>open-endedly</i> inquired if the patient has any or additional questions, <i>ie</i> , at the end of consultation session or other appropriate time.	<b>0.6</b>	<b>0.5</b>	<b>0.3</b>						<b>0.1 (circle rating)</b>	<b>0</b>		
<b>8</b>	<b>VISUAL AIDS (5%)</b> Pharmacist used product as effective visual aid ( <i>ie</i> , <i>pointed out info on label</i> )	<b>0.75</b>	<b>0.6</b>	<b>0.4</b>						<b>0.2 (circle rating)</b>	<b>0</b>		
<b>9</b>	Pharmacist made reference to written material for patient.	<b>0.75</b>	<b>0.6</b>	<b>0.4</b>						<b>0.2 (circle rating)</b>	<b>0</b>		
<b>10</b>	<b>TIMING (2%)</b> Pharmacist completed session in a timely manner, <i>i.e.</i> , less than 10 minutes	<b>0.6</b>	<b>0.5</b>	<b>0.3</b>						<b>0.1 (circle rating)</b>	<b>0</b>		
	<b>STYLE (35%)</b>	<b>Y</b>	<b>Yes, but</b>										<b>N</b>
<b>11</b>	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: <ul style="list-style-type: none"> <li>• tone of voice/confidence</li> <li>• rate of speech</li> <li>• choice of words</li> <li>• empathic response to patient's comments or questions</li> <li>• eye contact/body language</li> <li>• mannerisms (ums, uhs, likes, etc)</li> <li>• demeanor</li> </ul>	<b>10.5</b>	<p align="center">Rating scale: 10.5 = could serve as a model/outstanding                              10 – 1 = has elements of good counseling style but can improve                              0 = counseling style was completely inappropriate</p>										<b>0</b>
			<b>10</b>	<b>9</b>	<b>8</b>	<b>7</b>	<b>6</b>	<b>5</b>	<b>4</b>	<b>3</b>	<b>2</b>	<b>1 (circle rating)</b>	<b>0</b>