

PHARM 504 PATIENT CONSULTATION on New Rx ASSESSMENT FORM



PHARMACIST: _____ DATE: _____ ASSESSOR: _____

Grading is Honors/Pass/Redo:

H = Yes on all criteria, P = Y or Yes but on most criteria, R = 2 or more Ns

PROCESS/CONTENT	Rationale and Evidence to Support Rating	Y	Yb	N
INTRODUCTION/ESTABLISH PURPOSE AND RAPPORT				
<ul style="list-style-type: none"> 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." 				
<ul style="list-style-type: none"> 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. 				
<ul style="list-style-type: none"> Pharmacist states purpose of consultation, <i>ie</i>, lets patient/patient's agent know that pharmacist would like to talk about the medication. 				
DRUG INFO				
<p>Pharmacist accurately reviewed/instructed the following information about the patient's medications through questioning or other means.</p> <ul style="list-style-type: none"> name of medication (and shows patient the medication) <ul style="list-style-type: none"> 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 				
QUESTIONING				
<ul style="list-style-type: none"> 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? <ul style="list-style-type: none"> 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. 				
<ul style="list-style-type: none"> Pharmacist verified that patient understood how to use the medications and other important points of the consultation <i>open-endedly</i>. 				
<ul style="list-style-type: none"> 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. 				
VISUAL AIDS				
<ul style="list-style-type: none"> Pharmacist used product as effective visual aid (<i>ie</i>, pointed out info on label) Pharmacist made reference to written material for patient. 				
TIMING				
<ul style="list-style-type: none"> Pharmacist completed session in a timely manner, <i>ie</i>, less than 5 minutes 				
STYLE		Y	Yb	N
<p>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></p> <ul style="list-style-type: none"> 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 				