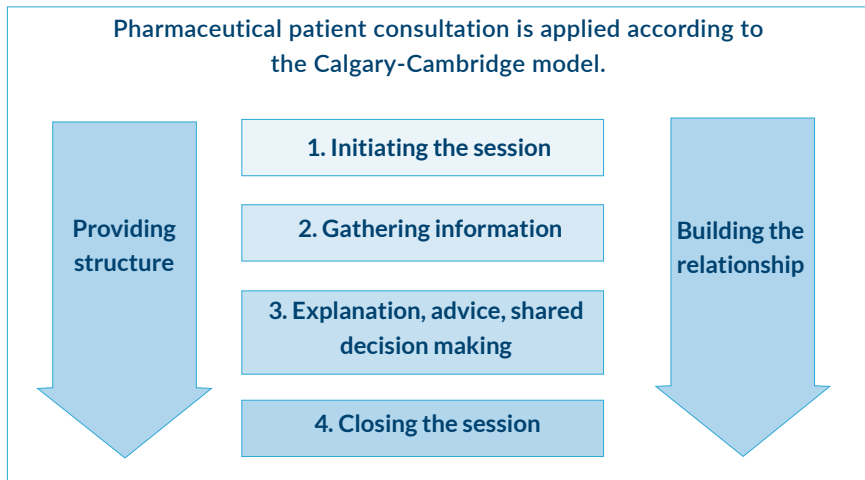


PHARMACEUTICAL PATIENT CONSULTATION - TOOL

The Dutch pharmacists association KNMP has developed a tool for pharmacists and pharmacy technicians, who want to make a start with pharmaceutical patient consultation in their pharmacy. This tool is suitable at the moment of the dispensing of a new medicine.

WHAT IS PHARMACEUTICAL PATIENT CONSULTATION?

A pharmaceutical consult is the conversation between patient and pharmacist, to discuss the patient's needs or concerns. The conversation takes place on the basis of mutual trust and always results in shared decision making. This decision normally results in pharmacotherapy according to a treatment plan.



TIPS FOR GETTING STARTED

- This tool is not a fixed protocol. You are free to adjust the sample questions and phrases per situation at your own discretion.
- Use questions that fit your personal communication style. You can experiment with these questions according to your own insight and needs.
- It helps first to work in pairs where you observe each other and provide constructive feedback.

For more information view the videos on knmp.nl/consult

ASSISTANCE IN PHARMACEUTICAL PATIENT CONSULTATION IN DISPENSING A NEW MEDICINE

EXAMPLE QUESTIONS AND PHRASES

Initiating the session

- Good morning ...
- Is the medicine/prescription for you?
- Is this the first time you are getting this medicine?
- To make sure that you get the most out of your medicine, I would like to have a short conversation with you about the medicine, is that OK?

Gathering information

- What has the doctor already told you?
- What is the reason / are the complaints for which you receive this medicine?
- What have you been told about this medicine?
- What questions or concerns do you still have?
- What would you like to know about this medicine?
- How do you feel about taking this medicine?
- Which (other) concerns / ambiguities do you want to discuss?

Explanation, advice and shared decision making

- I am now going to explain to you how to use the medicine.
- What you should pay extra attention to with this medicine is ...
- It does / does not interact with your other medicine(s).
- You can read the important information again in the package leaflet.
- What are your thoughts about this advice / information?
- How will you manage to use the medicine?
- Do you still have any questions?
- What would you like me to explain again?

Closing the session

- We have discussed the following...(summary)
- If you have any questions or complaints in the coming period, please feel free to contact us

Essential during the consultation

Providing structure: go through the four phases of consultation (see figure): by summarizing in between, interacting on patient questions.

Building the relationship: establishing a relationship: through committed attitude and genuine interest, appropriate gestures, eye contact and tone of voice, being understanding and helpful.