

**POLICY AND PROCEDURE MANUAL  
PHARMACY SERVICES**

CODE: 2.10.0  
DATE: 8/16/93  
REVISED: 7/26/19, 4/19/22  
APPROVED: Thinkh Tran, Pharm. D.  
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SECTION: **CLINIC PHARMACY  
OUTPATIENT SERVICES**

SUBJECT: **PATIENT CONSULTATION / EDUCATION - CLINIC PATIENTS**

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**PURPOSE**

To provide procedures so that all pharmacists convey uniform information during counseling, which is provided to assist patients to utilize their medication properly.

**POLICY**

All patients who are counseled by pharmacists shall receive, at a minimum, basic drug information as outlined in this policy statement to comply with California Board of Pharmacy regulations.

**PROCEDURE**

1. Oral consultation shall be provided to the patient or when appropriate, his/her caretaker, under the following conditions:
  - a. Whenever the prescription drug has not previously been dispensed to the patient (identified by computer).
  - b. Whenever a prescription drug not previously dispensed to a patient in the same dosage form, strength or with the same written directions, is dispensed by the pharmacy (identified by computer).
  - c. Whenever the pharmacist deems it warranted in the exercise of his/her professional judgment.
  - d. Upon request of the patient.
  - e. Whenever a change is made on a prescription even if the change reverts back to the original dose and directions.
2. When medications are issued to patients and when patients are picking up their medication, they are instructed to take their medications to the Outpatient Pharmacy Consultation Area for medication consultation with a pharmacist.
3. If consultation is refused, a pharmacist must be present to acknowledge the refusal. The pharmacist will then place the patient's consultation sticker in the consultation log and initial that consultation was refused.
4. The content of the consultation shall include at least the following:
  - a. The safe and effective use of medication, directions for use and storage, and the importance of compliance with directions.
  - b. Precautions and relevant warnings, including common severe side or adverse effects or drug interactions and drug-food interactions that may be encountered.
5. Whenever the pharmacist deems it warranted in the exercise of his/her professional judgment, oral

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Approved By: *Ben Arndt*

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consultation shall also include additional information which the patient may require to obtain maximum beneficial outcome and avoidance of adverse effects.

- a. The name and description of the medication.
- b. The route of administration, dosage form, dosage and duration of drug therapy.
- c. Any special directions for use and storage.
- d. Precautions for preparation and administration by the patient, including techniques for self-monitoring drug therapy.
- e. Prescription refill information.
- f. Therapeutic contraindications, avoidance of common severe side or adverse effects or known interactions, including serious potential interactions with known non-prescription medications and therapeutic contraindications, and the action required if such side or adverse effects or interactions or therapeutic contraindications are present or occur.
- g. Action to be taken in the event of missed dose.
- h. Range orders, e.g. "Take 1-2 tablets every 4-6 hours as needed for pain" are explained to patient thoroughly as follows:

(1) Range doses

- (a) begin with taking the lesser of two doses
- (b) if symptomatic relief is not obtained, then the next dose should be increased to the higher of the two doses (e.g. 1-2 tablets should start with 1 tablet initially and increased to 2 tablets on the subsequent dose if symptomatic relief is not obtained)

(2) Range intervals

- (a) start by giving the longer of the two intervals
- (b) if symptoms appear before the next dose, the dosing interval can be decreased to the shorter of the two intervals (e.g. every 4-6 hours should start off as every 6 hours and decreased to every 4 hours if symptoms appear before the next dose)

6. The patient's consultation sticker will be placed in the consultation log and initialed by the counseling pharmacist confirming documentation of counseling. This information will be maintained by the Pharmacy for a period of three years.
7. Printed medication handouts are available and maintained in the Outpatient Pharmacy and Clinic areas for patient and staff education.