



Department of Pharmacy POLICY AND PROCEDURE

POLICY NUMBER: 937
VERSION: 1

SUBJECT: Outpatient Pharmacy - Patient Counseling

PURPOSE:

A pharmacist will provide counseling to patients, regarding their medications, in compliance with all local, State and federal laws, and upon the patient's request.

PROCEDURE:

- 1. The pharmacist will provide counseling to the patient or patient's representative when:**
 - a) The prescription medication has not been previously dispensed to the patient.
 - b) The prescription medication has not been previously dispensed to the patient in the same dosage form, strength, or with the same written instructions.
 - c) The pharmacist deems it warranted in the exercise of their professional judgment.
 - d) Upon request.
- 2. Prior to counseling the pharmacist shall review the patient's medication history before dispensing the prescription. This review shall include screening of severe potential drug therapy problems:**
- 3. Oral counseling will include:**
 - a) Directions for use and storage and importance of compliance with directions.
 - b) Precautions and other relevant warnings, including common severe side effects or adverse effects and interactions that may be encountered.
 - c) Any other relevant information the pharmacist deems warranted in the exercise of their professional judgment.

REFERENCES:

California Code of Regulations, Section 1707.2

California Code of Regulations, Section 1707.3

Approved By: Romina Panoussi (PHARMACY SERVICES CHIEF II)	
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