Tool 9. Pharmacist consultation

Provision and documentation of patient education and counseling are standards of pharmacy practice (Standard 2: Verify that patients understand their medications and appropriate outcomes of their drug).

The Indian Health Service (IHS) interactive counseling techniques serve as the basis for many training programs for staff pharmacists and pharmacy students. The model is similar to the teachback method and uses a series of questions to determine a patient's understanding of his or her drugs, including the following:

- What did your prescriber tell you the medication is for?
- How did your prescriber tell you to take the medication?
- What did your prescriber tell you to expect?

Academy of Managed Care Pharmacy Article: Indian Health Service: Paving the Way for Pharmaceutical Care describing pharmacy practice and the role of patient counseling.

The Indian Health Service Interactive Patient Counseling Technique Evaluation Form can be used to guide and assess how well the pharmacist is utilizing the IHS method of patient counseling and help to improve these essential skills.

Indian Health Service Interactive Patient Counseling Technique Evaluation Form

A. SETTING THE STAGE	Yes	No	N/A
1. Did the pharmacist identify the patient?			
2. Did the pharmacist identify him/herself and the purpose of the counseling?			
3. Were the physical and patient barriers identified and dealt with?			
B. CONSULTATION PROCESS	Yes	No	N/A
1. Were the open-ended "Prime" or "Show & Tell" questions used appropriately to direct the dialogue to cover the three major areas of understanding?			
a. What did the doctor tell you the medication was for? (What do you take this for?)			
b. How did the doctor tell you to take the medication? (How do you take it?)			
c. Were other open-ended questions used to break up "How" discussion? e.g., "What does three times a day mean to you?"			
d. What did the doctor tell you to expect? (What kind of problems are you having?)			
C. CLOSURE	Yes	No	N/A
1. Was the patient asked to verify overall understanding (Final Verification)? e.g., "Just to make sure I didn't leave anything out, please go over how you are going to use the medicine."			
2. Was an appropriate closure used? e.g., "Is there anything else I can do for you?"			
3. Pharmacist Name:			