

Continue Learning with FirstHope

Complete Notes on the FirstHope App

Complete subject and semesters are available on FirstHope app only.

- Get complete subject and semester notes in the FirstHope app.
- Available for B.Pharm, D.Pharm, M.Pharm and Pharm.D students.

[Click here to get the FirstHope app](#)

Join the FirstHope Telegram Channel

Join FirstHope Notes and keep up with channel updates.

[Click here to join Telegram](#)

Instagram

@firsthope.official

[Click here to follow Instagram](#)

YouTube Channel

FirstHope-Pharmacy / Live streams

[Click here to watch the YouTube channel](#)

WhatsApp Channel

Follow FirstHope on WhatsApp.

[Click here to join the WhatsApp channel](#)

FirstHope Website

firsthopenotes.com

[Click here to visit the website](#)

Counselling a Patient with Chronic Illness

Experiment 1 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Aim

To explore a patient's concerns, explain agreed information simply and check understanding with teach-back.

Principle

Long-term illness may affect confidence, daily routines and treatment adherence. Patient-centred counselling first discovers the person's needs, then shares manageable information. Teach-back checks how clearly the professional explained the information; it is not a test of the patient's intelligence.

Practice Case

Fictional simulation: Meena, 52, has a clinician-confirmed long-term condition. She says, "I understand the instructions in the clinic, but I forget them at home and feel embarrassed to ask." No medicine dose is being changed in this exercise.

Roles and Scoring

Work in a group of three: learner, patient or partner, and observer. Score each criterion 0 = not demonstrated, 1 = partly demonstrated, 2 = clearly demonstrated. The checklist is for classroom feedback, not a validated clinical assessment.

Requirements

- Case sheet, quiet practice space and timer.
- Observer checklist and notebook; no real patient details.

Procedure

1. Open the conversation

Introduce your role, confirm how the person wishes to be addressed and ask permission to discuss their concerns.

2. Explore barriers

Ask what is hardest about the daily routine. Use open questions about understanding, cost, support and practical difficulties; avoid assuming deliberate non-adherence.

3. Agree one priority

Reflect the main concern and agree a small practical step, such as a written schedule based on the existing clinician instructions.

4. Explain and check

Share information in short sections. Ask the patient to explain the agreed plan in their own words; clarify and check again if needed.

5. Close

Summarise the agreed action, invite questions and identify the appropriate follow-up professional for unresolved clinical concerns.

Healthcare Psychology and Communication Skills

Suggested Practice Dialogue

- Learner: "What part of the instructions is most difficult when you are at home?"
- Patient: "There is too much to remember."
- Learner: "Let us write the existing plan in a short checklist. To check that I explained it clearly, how will you use it tomorrow?"

Observations and Record

Criterion	Score 0 / 1 / 2	Observed behaviour
Open question and permission	—	—
Accurate reflection of concern	—	—
Plain-language explanation	—	—
Teach-back and agreed follow-up	—	—

Worked Example

The numbers below are illustrative; enter your own observations in the record.

- Illustrative observer scores: $2 + 2 + 1 + 2 = 7/8$. Feedback: the explanation had one unfamiliar term; replace it and repeat teach-back.

Result

Total score: ____ / 8. Record one effective phrase, one missed opportunity and one specific action for the next attempt.

Precautions

- Do not change a medicine regimen or promise a cure in a counselling simulation.
- Respect privacy and the patient's right to decline discussion.
- Avoid blame; distinguish an information gap from a practical access barrier.

Viva Questions and Answers

1. Why use teach-back?

It reveals how well the explanation was understood and allows correction.

2. What is an open question?

A question that invites an explanation rather than only yes or no.

3. Why agree one priority first?

A manageable action is easier to understand and follow than a long list of instructions.

Continue Learning with FirstHope

Complete Notes on the FirstHope App

Complete subject and semesters are available on FirstHope app only.

- Get complete subject and semester notes in the FirstHope app.
- Available for B.Pharm, D.Pharm, M.Pharm and Pharm.D students.

[Click here to get the FirstHope app](#)

Join the FirstHope Telegram Channel

Join FirstHope Notes and keep up with channel updates.

[Click here to join Telegram](#)

Instagram

@firsthope.official

[Click here to follow Instagram](#)

YouTube Channel

FirstHope-Pharmacy / Live streams

[Click here to watch the YouTube channel](#)

WhatsApp Channel

Follow FirstHope on WhatsApp.

[Click here to join the WhatsApp channel](#)

FirstHope Website

firsthopenotes.com

[Click here to visit the website](#)