Counselling Case 3 - Adherence Barriers

Experiment 7 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Teaching scenario: A patient reports missed doses.

Aim

To counsel an allocated patient using an understandable, verified plan.

Principle

Counselling requires correct product-specific information, a conversation about barriers and confirmation of understanding.

Requirements

- Allocated clinical notes or fictional case, current approved medicine information and local clinical policy.
- Case-record form, calculator where needed and supervising pharmacist.

Procedure

1. Prepare the case

Use the allocated clinical record or a fictional teaching case. Record a case code, setting and date; exclude names and personal identifiers.

2. Assess the required information

Confirm actual medicine-taking pattern; cost, access, side effects and routine; privacy and consent. Note missing information explicitly.

3. Develop the pharmacy assessment

Ask without blame about practical barriers. Agree a feasible routine with the patient and supervisor, explain product-specific missed-dose advice from authorised information and arrange review of unresolved access or adverse-effect issues.

4. Discuss and document

Present the assessment to the supervising pharmacist or treating team. Record the accepted action, responsible person and intended follow-up.

5. Evaluate the outcome

Review the agreed clinical or process endpoint. Record what changed, what remained unresolved and the next step.

Observations and Record

Record component	Student entry
Case / patient learning need	_____
Verified medicine/device plan	_____
Explanation / demonstration	_____
Teach-back finding	_____
Barrier and agreed action	_____
Follow-up	_____

Result

Assessment: ____. Proposed action: ____. Supervisor decision: ____. Follow-up outcome: ____.

Precautions

- Use the treating team and current patient-specific information for all actual medicine decisions.
- Maintain confidentiality and confirm allergy, medicine and timing information.
- Do not invent patient observations, acceptance of an intervention or follow-up outcomes.

Viva Questions and Answers

1. Why collect patient-specific information?

Medicine decisions depend on the individual indication, risks, current treatment and monitoring needs.

2. What makes a pharmacy intervention useful?

A specific identified problem, a justified action, a clear communication route and a documented outcome.

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