Drug-information Query Handling

Experiment 3 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Aim

To complete the drug-information query handling activity and document a justified outcome.

Principle

A useful answer responds to the actual question, considers the patient context and communicates uncertainty and urgency.

Requirements

- Institution-assigned hospital scenario, approved policy documents or coded records.
- Activity form, calculator where required and supervising pharmacist.

Procedure

1. Receive and clarify

Record requester, deadline, question and intended use; establish the relevant patient or product context.

2. Classify

Identify whether the query concerns administration, interaction, safety, compatibility, quality or another issue.

3. Search systematically

Use authorised medicine information and relevant primary evidence where needed; record the information date and applicability.

4. Appraise

Compare evidence quality and resolve conflicts or state uncertainty.

5. Answer and follow up

Provide a concise supported response, specific limits and any action requiring clinician review; confirm that the requester received a useful answer.

Observations and Record

Record component	Entry
Question / requester role / urgency	_____
Relevant context	_____
Information consulted and dates	_____
Answer / uncertainty	_____
Follow-up result	_____

Result

Activity / case code: ____. Finding: ____. Proposed action: ____. Review outcome: ____.

Precautions

- Use supplied records or the authorised local workflow; do not invent approvals or completed work.
- Protect patient and institutional confidential information.
- Keep a proposed student action distinct from an approved operational decision.

Viva Questions and Answers

1. Why document the basis of a decision?

It permits review of the evidence, responsibility and outcome.

2. What does the supervisor review?

The suitability of the proposed action and whether the record supports the conclusion.

First Hope

COMPLETE NOTES

Click here to visit our website

PHARMACY PRACTICAL NOTES

Complete subject and semesters are available on FirstHope app only.

Scan or click here

Click here to get the app >

Available on Google Play

JOIN THE FIRSTHOPE COMMUNITY

Join our Telegram channel

Click here to join Telegram >

Scan or click here

@FirstHopeNotes

Instagram

@firsthope.official

Click here to follow >

YouTube channel

FirstHope-Pharmacy / Live streams

Click here to watch >

WhatsApp channel

Follow FirstHope on WhatsApp

Click here to join >

FirstHope website

firsthope.co.in

Click here to visit >

B.Pharm / D.Pharm / M.Pharm / Pharm.D

Complete subjects and semesters are available in the FirstHope app.