# Patient Counselling and Discharge Handover

Experiment 7 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

## Aim

To communicate an authorised medicine plan and verify understanding.

## Principle

Patient-centred communication considers the exact product, the patient's routine and practical barriers.

## 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 verified discharge or ongoing plan; language/device/learning needs; access and follow-up arrangements. Note missing information explicitly.

### 3. Develop the pharmacy assessment

Explain the purpose and authorised use of the exact medicines or devices, relevant precautions and follow-up. Use teach-back or return-demonstration to identify unclear instructions. Communicate medicine changes and unresolved issues to the next care provider.

### 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 / counselling need | _____ |
| Verified plan | _____ |
| Explanation / demonstration | _____ |
| Understanding and barriers | _____ |
| Handover / 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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