

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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