

**MILLE LACS BAND OF OJIBWE
HEALTH AND HUMAN SERVICES POLICY & PROCEDURE**

Department: Health Services - Pharmacy

Policy Number: HHS-HS-PHM 1810

Policy Title: Patient Counseling

Attachments:

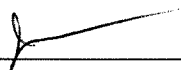
Revision History: 1984, 7/01, 7/07, 7/12

Revised by/Date: Jesse Godding, PharmD 9/2020

Approved by:

Date:

Jesse Godding, PharmD, Pharmacy Manager



11-10-2020

Approved by:

Date:

Nicole Anderson, Commissioner of HHS



11-24-2020

POLICY STATEMENT: Appropriate written and/or verbal instructions for proper drug use will be provided to patients receiving medication from the Mille Lacs Band Health and Human Service's pharmacy. Counseling will include the following:

- The indication for which the patient is receiving the medication
- Name and strength of the medication
- How the medication is to be used giving attention to proper dose and dosage form, administration schedule, duration of therapy, preparation for use, proper storage of medication, ancillary instructions
- What changes to expect including desired therapeutic effect and what to do if it doesn't occur, potential untoward effects, including potential drug/alcohol interactions, and how to avoid, minimize or manage them if they should occur
- Other treatment plan elements such as follow-up appointment and how to obtain refills if authorized.

PURPOSE: The purpose of this policy is to ensure quality care is provided to pharmacy patients.

PROCEDURE: Counseling may be performed at the front window or more privately in the consultation room adjacent to the front window. Consultation may include questioning of known allergies, reviewing directions, and further education as necessary.

If the patient is using his/her medication improperly, the pharmacist will counsel the patient on the correct and proper use of the medication. The pharmacist will also attempt to determine if a client has had any complications or any additional complaints. If a complaint seems significant, the patient will be encouraged to see a practitioner.

Pharmacist consultation or notes of significance will entered into the electronic health record.

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Internal and/or External References	
Compliance - Posting Date	11/24/2020 <i>MM</i>
Replaces – Policy Number	
Next Review - Due Date	11/24/2023