

# Counseling Process

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Pharmacist to Patient

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# Establish caring relationships with patients.

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Introduce yourself as a pharmacist.

Explain the purpose and expected length of the Sessions.

Obtain the patient's agreement to participate.

Determine the patient's primary spoken language.

## 2. Assess the patient's knowledge about their health problems and medications.

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Asses their capability to use the medications appropriately and attitude toward the health problems and medications.



Ask open-ended questions about each medication's purpose and what the patient expects



Ask the patient to describe or show how they will use the medication.

### 3. Provide information orally and use visual aids or demonstrations.

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Open the medication containers to show patients the oral solids' colours, sizes, shapes, and markings.

For oral liquids and injectables, show patients the dosage marks on measuring devices.

Demonstrate the assembly and administration of nasal and oral inhaler devices.

As a supplement to face-to-face oral communication, provide written handouts to help the patient recall the information.

In addition to gathering data and assessing the problems if a patient is experiencing problems with their medications.

Then, adjust the pharmacotherapeutic regimens according to protocols or notify the prescribers.

# Skills for patient counselling

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## 1. Establish Trust

When initiating a patient counselling session, pharmacists should introduce themselves with a brief, friendly greeting.

Pharmacists who demonstrate a genuine interest in patient care are more likely to encourage dialogue

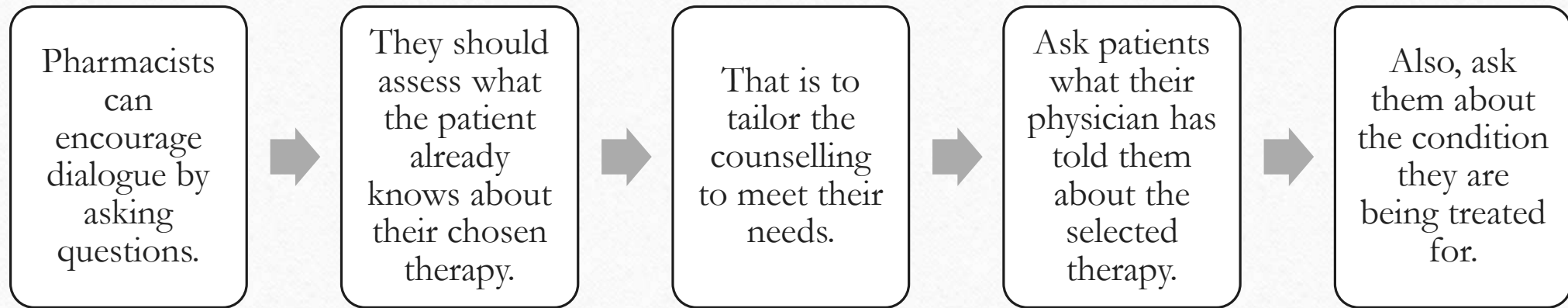
Pharmacists are among the most accessible and trusted healthcare professionals.

This makes patients comfortable to ask questions about their medication therapies and health conditions.



## 2. Communicate Verbally

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# 3. Communicate Nonverbally

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In addition to verbal communication, pharmacists must be aware of nonverbal communication.

This is such as maintaining eye contact with the patient to demonstrate an interest in the information the patient is relaying.

Pharmacists also should be aware of other nonverbal clues, such as facial expressions and tone of voice, when interacting with patients.

# 4. Listen

Listening to the patient's concerns, questions, and needs is essential.

Listening skills can be categorised into four classes: passive listening, acknowledgement responses, encouragement, and active listening.

Passive listening occurs when the pharmacist enables the patient to communicate without interruption.

An acknowledgement response such as nodding occurs during passive listening.

This alerts the patient that the pharmacist is indeed listening.

Pharmacists can also use encouragement strategies such as "yes" or "go on."

Active listening involves two-way interactions between the patient and the pharmacist.

It should consistently be implemented after passive listening.



## 5. Ask Questions

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Pharmacists should state why asking specific questions does not offend the patient.

Asking open-ended questions enables pharmacists to gather more information that may lead to other questions.

This question provides valuable information to the pharmacist to further assess the patient.

## 6. Remain Clinically Objective

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pharmacists mustn't allow personal beliefs to affect their ability to counsel a patient effectively.

This is to focus on patient care and maintain a professional demeanour.



Pharmacists should make every possible effort to be nonjudgmental and impartial

# 7. Show Empathy and Encouragement

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When a pharmacist displays empathy and encouragement, a patient may feel more comfortable.

And so patient discusses their medical condition and medication use.

This enables the pharmacist to obtain pertinent information on the patient's needs and concerns.

Emphasizing to patients the importance of adherence to medication regimens promote positive therapeutic outcomes.

Also, motivate patients to take an active role in managing their health.

## 8. Provide Privacy and Confidentiality

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Ensuring complete privacy helps patients feel comfortable discussing personal medical issues.

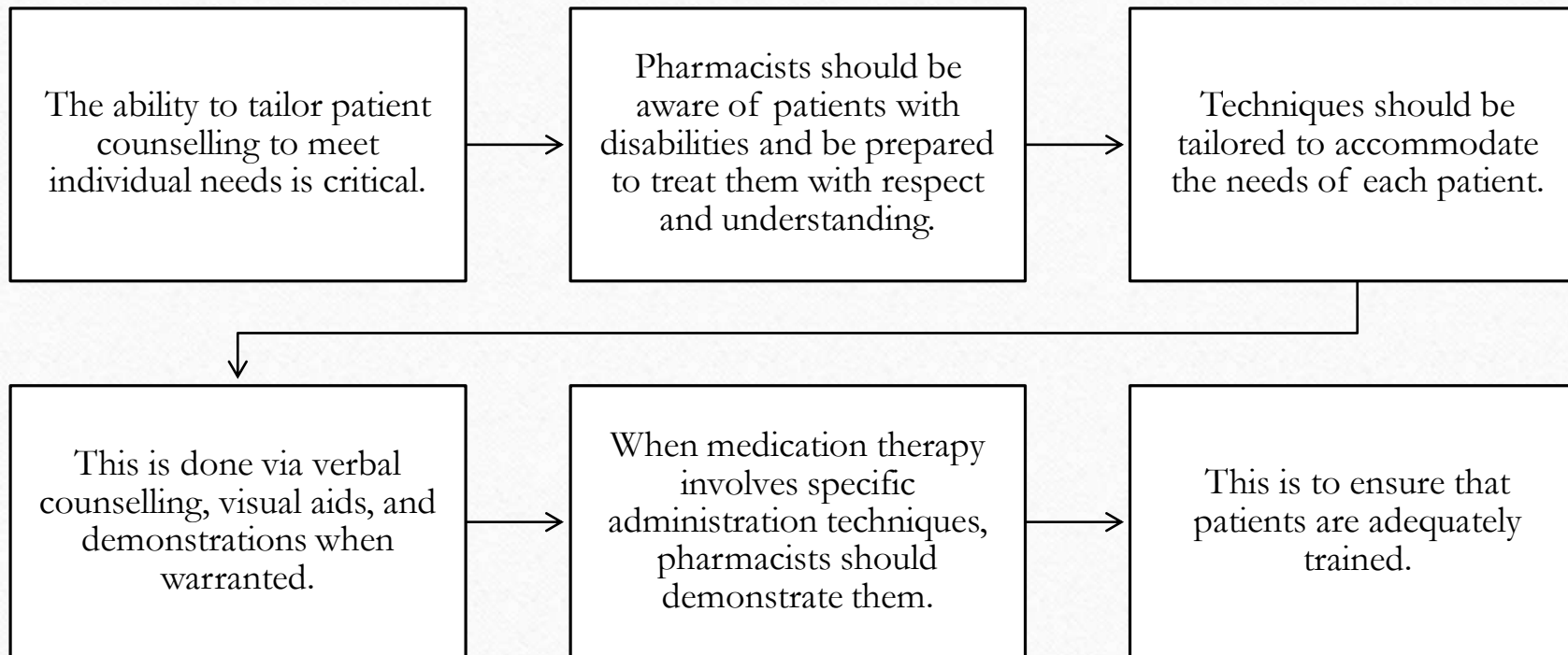
Today, many pharmacies have particular counselling areas to address privacy issues.

When counselling, pharmacists can reassure patients of privacy.

This is by monitoring voice levels and counselling patients away from the dispensing area when possible.

# 9. Tailor Counseling to Meet Patient Needs

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# 10. Motivate Patients

Effective counselling not only provides patients with the pertinent information they need.

It also motivates them to adhere to their medication regimens.

Pharmacists can motivate patients by discussing the benefits of medication adherence, offering support, and explaining the pros and cons of treatment.

For example, when counselling a patient with diabetes, in addition to teaching the patient about medications,

In addition, the pharmacist can stress the importance of maintaining tight glycemic control.

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- <https://fadic.net/important-outcomes-and-benefits-of-the-patient-counseling/#:~:text=Pharmacists%20can%20encourage%20dialogue%20by,them%20about%20the%20selected%20therapy>