



L-Università ta' Malta
Faculty of
Medicine & Surgery

Department
of Pharmacy

Validation Tools for Community Pharmacy

Internal Validation Tool 4

Tool 4

COMMUNICATING WITH THE PATIENT

The pharmacist is involved in promoting health education. In a community pharmacy setting the pharmacist is particularly active in counselling on the correct use of medications and about healthy life styles.

The tool is used when the pharmacist gives advice to the patient. Consider advice given to one patient as one transaction. When counselling is provided on different items, use one tool (one validation tool number 04) and assess the whole process. Base the assessment on observations made during the counselling process. For each step choose the relevant statement(s) as appropriate. Before proceeding any further refer to Definition Sheet 04.

1. GREETING THE PATIENT

Tick where applicable

- | | |
|---|---|
| i The pharmacist gives immediate attention to the patient in an orderly way | 3 |
| ii The pharmacist greets the patient with a friendly message | 2 |
| iii The pharmacist addresses the patient by name | 2 |
| iv The pharmacist is recognised by the patient or introduces himself to the patient | 3 |

2. PHARMACIST ATTENDING ROLE - NONVERBAL MESSAGES

Tick where applicable

- i The pharmacist faces the patient 2
- ii The pharmacist maintains good eye contact with the patient 2
- iii The pharmacist keeps an attentive body posture by leaning towards the patient 1
- iv The pharmacist keeps hands in an open mode in relation to torso 1
- v The pharmacist maintains an interested facial expression and makes nonverbal gestures with the head 2
- vi The pharmacist is able to understand the patient's body language 2

3. THE PHARMACIST ATTENDING ROLE - VERBAL MESSAGES

Tick where applicable

- i The pharmacist invites a two-way communication and encourages the patient to express himself 3
- ii When the patient is talking, the pharmacist listens to the patient and makes only brief interruptions to clarify points mentioned by the patient 3
- iii The pharmacist uses a pleasant and convincing tone 4

4. BUILDING TRUST AND RAPPORT

Tick where applicable

- i The pharmacist shows an understanding of the feelings of the patient 3

ii The pharmacist respects the patient's dignity and privacy 4

iii The pharmacist-patient relationship is of a trusting and friendly nature 3

5. ACCESSING RELEVANT INFORMATION

Tick one

i Open ended questions are posed during the interaction with only few close ended questions 10

ii Close ended questions are posed during the interaction with only few open ended questions 4

iii Only close ended questions are posed during the interaction 3

iii The pharmacist interviews the patient with a number of questions one after the other 2

6. FOCUSING ON PATIENT'S NEEDS

Tick where applicable

i Prior to commencing verbal counselling, the pharmacist gives feedback to the patient to check that the patient's message is correctly understood and encourages the patient to give counselling feedback 3

ii The pharmacist gives clear and specific information 6

iii The pharmacist does not indulge in long story telling 1

7. ASSERTIVE COMMUNICATION

Tick one

i The pharmacist speaks slowly and repeats information in such a way to ensure that he is understood 10

ii The pharmacist speaks as if he is preaching to the patient 5

8. VERBAL ADVICE

Tick where applicable

i During counselling the pharmacist gives valid reasons for each point mentioned 5

ii The pharmacist projects the image of a qualified professional and responds specifically to questions made by the patient 5

9. PERCEPTION OF PATIENT'S ATTITUDES

Tick where applicable

i The pharmacist adjusts his style of communication according to patient's age, personality and educational level 4

ii The pharmacist is able to anticipate the patient's perception 2

iii The pharmacist is able to detect the level of knowledge of the patient about the medication or health condition 2

iv The pharmacist is able to detect expectations and concerns of the patient from the medication or health condition 2

10. ENDING THE SESSION

Tick where applicable

- | | |
|--|---|
| i The pharmacist asks the patient whether he has any further questions | <div style="border: 1px solid black; padding: 2px 10px; display: inline-block;">3</div> |
| ii The pharmacist encourages the patient to contact him if he requires further information | <div style="border: 1px solid black; padding: 2px 10px; display: inline-block;">3</div> |
| iii The pharmacist does not rush the patient through the counselling session | <div style="border: 1px solid black; padding: 2px 10px; display: inline-block;">2</div> |
| iv The pharmacist greets the patient goodbye once the process is over | <div style="border: 1px solid black; padding: 2px 10px; display: inline-block;">1</div> |
| v The pharmacist does not end the counselling session abruptly | <div style="border: 1px solid black; padding: 2px 10px; display: inline-block;">1</div> |

TOTAL SCORE

REMARKS