

PATIENT COUNSELING INTERVIEW: Pharmacist Patient Care II PHARM 5111

Student name: _____ Evaluator name (print): _____ Date: _____

General Assessment Criteria

Criteria	A	BC	IC
Interview Technique 28 points	No (0)	Yes (1)	
Student introduced self as pharmacist/pharmacy student			
Student identified the patient or the patient's representative			
Student explained the purpose of the counseling session			
Student made appropriate use of the patient profile information	No (0)	Yes (1)	
▪ Verified demographic information			
▪ Verified current medications			
▪ Verified allergy history			
Student used "Show and Tell" method for new prescription			
Student assessed patient's understanding of the reason(s) for therapy (utilizing the 3 prime questions)	No (0)	Yes (2)	
○ "What did the doctor tell you this medication was for?"			
○ "How did the doctor tell you to take this medication?"			
○ "What did the doctor tell you to expect from this medication?"			
Student conveyed <i>complete</i> information to the patient or caregiver	No (0)	Yes	
▪ Name of Medication			(2)
▪ Strength and dosage form of Medication			(2)
▪ Indication for use			(2)
▪ Complete directions for use			(2)
▪ Potential side effects or precautions			(2)
▪ Refill information			(1)
▪ Storage recommendation			(1)
Student summarized key information points			(1)
Student assessed patient's understanding by asking for patient feedback			(1)
Student adequately addressed patient concerns			(1)

Interview Technique Total

/ 28

Knowledge Base 6 points	A	BC	IC
Student conveyed <i>accurate</i> information to the patient or caregiver	No (0)	Yes	
▪ Name of Medication			(1)
▪ Strength and dosage form of Medication			(1)
▪ Indication for use			(1)
▪ Complete directions for use			(1)
▪ Potential side effects or precautions			(1)
▪ Refill information			(0.5)
▪ Storage recommendation			(0.5)

Knowledge Base Total

/ 6

Comments on Interview Technique and Knowledge Base:

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General Assessment Criteria

Criteria	A	BC	IC
Overall Communication Skills 36 points	Rarely (0)	Sometimes (2)	Mostly (4)
Student appeared to be actively listening			
Student responded with understanding/empathic responses			
Student asked open ended questions			
Student used language that the patient is likely to understand			
Student displayed effective nonverbal behavior			
Student maintained control and direction of the counseling session			
Student presented information in a logical order			
Student demonstrated confidence in ability to conduct interview and problem solve			
In general, the student presented a credible image as a professional:	No (0)	Yes (2)	
▪ Student dressed professionally			
▪ Student appeared to be competent, trustworthy, and confident			
Communication Skills Total		/ 36	
Patient Counseling Interview Total		/ 70	

Overall Comments:

Based on your individual performance today, I would give you the following rating on the competency scale:

A AWARENESS	BC BEGINNING COMPETENCE	IC INTERMEDIATE COMPETENCE
<ul style="list-style-type: none"> Lacks the skill but is aware of existence and relevance of the skill. Aware of deficiency in the skill through attempts to use the skill. Realizes that effectiveness will improve with skill development. Attempts to determine level of skill required to become competent. Makes commitment to learn/practice the new skill to move to more advanced stage. Student lacks confidence in ability. 	<ul style="list-style-type: none"> Begins to practice the skill. Mistakes are many; Student unable to self-correct. Constant supervision and feedback is required. Student may or may not be aware of mistakes made. Performance is inconsistent Students may require scripts to perform well. Student lacks confidence in ability. 	<ul style="list-style-type: none"> Familiarity with skill develops through practice. Mistakes are fewer; student able to self-correct. Supervision needed to hone "fine points". Consistency in performance develops. Major mistakes do not occur, but the student may not be able to consistently identify or solve problems. Student begins to develop confidence in ability to meet this outcome.