



# Chapter 6 Pharmaceutical Care

## The objective of Pharmacist Care for Patients

The pharmacist evaluates medicine used, designs and implements care program, and does follow-up treatment, to ensure medicine treatment conform to symptoms, is effective, safe, and compliant, to raise quality of medicine use and life.

## Issues with Drug Treatment

1. Not using medicine when ill, and needing to increase amount of medicine for treatment
2. Not ill but using medicine, eliminate unneeded medicine for treatment
3. Inappropriate selection of medicine
4. Dosage too high or too low
5. Adverse reaction to drug treatment
6. Compliance regarding taking medicine poor

## Process of Caring for patient

1. Efficacy evaluation: understanding patient needs, confirming effectiveness, safety, convenience, & prevention of new issues of treatment. People are sick, but they are not under medical treatment.
2. Caring Program: solving drug therapy issues, verifying the treatment objectives, evaluating if there are new issues. People are not sick, but they take unnecessary medicine.
3. Follow-up of effectiveness: recording outcome of therapy, evaluate progress of illness, discover new issues with drug therapy.



## Location of implementation of pharmacist care

Hospitals: Intensive Care Units, General ward, blood drug concentration monitoring, pharmacist outpatient  
Community Pharmacy: chronic disease management, OTC drug consultation

Long term care institution: Nursing home

Home care: Services to home

## Care Services of pharmacist at community pharmacies

Make up a prescription, chronic disease management, set up patient medication file

Consultation or guidance of using medication

Medicine delivery to home, medicine delivery to clinic, internet referral registration

Educate yourself on self-care health knowledge and the use of non-prescription drugs

## Care Services of pharmacist at long term care institutions

Verifying the medicine prescription, storage, and correctness of delivery

Management of emergency and use of medicine Provide medicine information & health education for patients, family members, & other medical staff

Evaluate appropriateness of patient drug treatment and solving drug treatment problems

## Care Services of pharmacist for at home services

Evaluate: Understanding the patient's recognition of his or her own illness, treatment objectives, and drug use



Set up and implement care program: Set up care program and propose solution to drug treatment program, correct ways of using drug, organizing drug use progress and out of date medicine

Recording and discussion: Do post care evaluation and communication with other care staff, monitor and track, reasons for medication errors

Others: Medical Equipment for home care, storage for medicine and handling of used medicine, guidance and instructions of home environment and cleanliness

### Pharmaceutical Care

To use the professional services and use local languages as bridge for communication to make caring part of everyday life. Listen with heart, and provide care at appropriate time, and discover the problems of patient. To provide plenty of care knowledge, recommend patient to develop a good lifestyle, starting from regular diet and exercise to help adjust patientbody. Pharmacist uses the professional knowledge to find possible concerns and problems from drug use, and to help solve their lifestyle problems. To help patients in a natural and healthy way, as a form of care that is easily accepted by the public.

*Medicine can cure illnesses, and also cause illnesses  
Medication Safety starts from oneself!*



## Chapter 7 Your friendly neighborhood--the pharmacy in a community

A community pharmacy is a place where a professional pharmacist sells and dispenses drugs. It acts like a 7-11 or the health center in the community, and provides the newest drug information and the knowledge of safe medications. Besides, it helps the community residents taking good care of themselves by providing instruction drugs, and assists the community residents in sorting or classifying their medications. The functions of a community pharmacy are as follows:

1. Dispensing --confirm prescriptions, establish patient drug profile, dispensing, give instructions of drugs, avoid doubling medications.
2. Drug supply--Provide prescription drugs, instruction drugs, health food and nutrition food.
3. Medicine care--Dispense the prescriptions of chronic diseases, arrange medications and explain prescriptions.
4. Medicine consultation --Provide medicine information, drug knowledge, safe medications and medicine educations.
5. Health consultation -- Provide consultation on health care, prevention of contagious diseases, patient guide, smoking cessation, weight losing and drug abusing.
6. Providing safe, convenient, cost-saving, time-saving and substantial drug related services.

Non-prescription drugs include instruction drugs and Over-the-Counter (OTC)drug, people can purchase these groups of drugs in community pharmacies without physicians' prescriptions. The characteristics of non-prescription drugs are: safe, effective, convenient, preventive or relieving. People can purchase them freely and use them according to pharmacists' instructions or explanations on package leaflet or label.



## Chapter 8 How to self-care by properly taking medicine when you are ill

What will you do when you get sick? Most of people go to see doctor, but for some minor illness, you actually can take care of yourself by getting medicine from community pharmacy.

### Common Cold

Mainly resulting from virus, it will make major impact to respiratory system, known as running nose stuffy nose, sore throat, coughing or even fever, etc. Patient should take great deal of water, take good rest, and get medicine from nearby community pharmacy.

There is no panacea for common cold. Mostly the medicine for common cold is instruction drugs. Patient just takes it under the pharmacist's instructions.

The influenza or seasoning flu may cause systemic symptoms, then going for doctors' diagnosis, examination and taking medicine is essential.

### Pain

People may experience "pain" more or less in one's life time, which including headache, toothache, stomach-ache, gastric distress, menstrual cramps pain, and muscle pain, etc.

Acute pain caused by any physical injury or damage can be relieved once the injury is treated or damage is recovered.

In the event of headache, menstrual pain or toothache, you may purchase painkiller at the community pharmacy as indicated by the pharmacist to relief the pain. If the pain sustains, you should then consult a physician for treatment and check on the drugs you consumed.

If pain appears frequently, such as severe chest pains, head



ache, or stomach-ache, etc. it is essential to see the doctor for diagnosis, examination and take medicine.

## Fever

When body temperature exceeds 38 Centigrade degree, it is called “fever”. Fever is a phenomenon that human body drives its immune system to eliminate the invading virus, toxins, and fix all damages occurred.

Fever may be caused by common colds, bacterial, virus infections’ disease. However, exercising or hot weather may cause higher body temperature temporarily. Just take some rest and drinking water if it is caused by the later factor.

If the fever results from the disease, it is required to take antipyretic. In addition, there are some ways to lower body temperature by placing ice pillow on forehead or back of the head, taking a good rest, drinking sufficient water, and taking off heavy clothes, etc.

If the fever comes back after 4-6 hours taking antipyretic, patient should see the doctor immediately for further treatment.

## Nausea, Vomit

They are common symptoms while you are sick. It will usually be recovered by taking OTC medicine, good rest and avoiding dehydration.

If nausea and vomit result from gastric acid hypersecretion, patient may take antacids, and stay away from milk, tea, coffee, and any irritating beverages, such as acid drinks.

For those who usually gets dizzy, or even becomes nausea or vomit while taking any kinds of transportations, they may take motion sickness pills half an hour prior to the departure.

During pregnancy, if the nausea or vomit becomes a serious impact to her daily life, nutritional status and fetal development, the patient may take medicine in accordance with doctor’s prescription.



## Constipation

Constipation becomes a common disease of civilization in modern days. It may result from work pressure, stress, lack of exercise, or unbalanced nutrition, and is possibly caused diseases or medicine as well.

If the constipation results from habits of diet or psychological stress, it can be improved by changing daily habits of diet to stimulate gastrointestinal motility, such as taking more vegetables, increasing water intake, building habits of exercise, etc. and developing a good defecation habit.

If the constipation results from diseases or medicine, patient may purchase stool softener from community pharmacy. However, patient should not abuse or rely too much on the softener, otherwise it may affect function of gastrointestinal motility, or neglect the reason of constipation which may further cause a delay treatment.

## Diarrhea

The reasons for diarrhea may be involving bacterial, virus, medicine, food poison, gastrointestinal malabsorption, etc. Minor diarrhea can be cured by taking antidiarrhea drugs or gastrointestinal agent from community pharmacy. Besides, intake lots of water to avoid dehydration, and accompanying with light diet.

In any events of persistent diarrhea, diarrhea with fever, severe vomiting, or bloody stool happened, patient should go to the hospital immediately for further examination, and stop taking antidiarrheal or other medicines.

Once the condition of diarrhea is relieved, patient may stop taking antidiarheal. However, it is essential to intake lots of water for electrolyte support, and serves liquid food to rest the belly.



For occasional minor illness or uncomfortable feeling, patient may take OTC or instruction drugs under the instruction of pharmacist nearby community pharmacy. In any event of patient's not getting improve or even worse, patient should go to the hospital immediately for further diagnosis and treatment.





## Chapter 9 Making good use of continuous prescription for chronic diseases

### What is continuous prescription for chronic diseases?

For a patient with chronic disease who needs to take same drugs continuously over 6 months, doctor will provide continuous prescription for their long-term use.

### How long is the continuous prescription valid?

This type of prescription should be valid for 3 months from the day doctor's prescription. The prescription may be dispensed in 2 to 3 times.

### Who is eligible for using continuous prescription?

For chronic disease patients who fit into the list of diseases announced by Department of Health, such as hypertension, high blood sugar, and hyperlipidemia, etc. When patients' condition becomes stable, physician may file a continuous prescription based on several factors as: types of drugs for treatment under evaluation, dosage and if patient is with good compliance, etc.

### Where to receive the drugs?

Not until 10 days before the last fill can chronic patients refill their prescribed medicines at their original contracted hospitals, clinics or the nearby National Health Insurance (NHI) appointed pharmacies along with their chronic illness prescription refill slips and NHI cards.



## How to handle when sickness feeling occurred during the medication period?

During medication period, when no effectiveness found or any unusual conditions or side-effects happened, advise doctor immediately. Patient should take the prescriptions and return to the hospital where the prescription was received for doctor's further consultation.

## Any benefits for continuous prescriptions?

In accordance with the continuous prescriptions, chronic disease patient may get his medicine easily from a health insurance contracted pharmacy or the hospital where prescription received or clinic, which would save patient's cost in registration at hospital or clinic, as well the time consuming in traffic.





## Chapter 10 Drugs Storage and Expired-Drugs Recycling

Drugs should be kept in fixed place at home. There are several ways to preserve medicine from getting lost or changing its quality as below:

- 1.Preventing from light, humidity and heat: drugs are easily to change their qualities in places of high humidity and heat, like bathroom or kitchen.
- 2.Keeping it in cool and dark: inside the drawer or cabinet
- 3.Low temperature required: keep it in refrigerator with temperature between 2 to 8 Celsius.
- 4.Special requirement of light prohibition: such as eye drops which should be stored with untransparant plastic bags.
- 5.Keeping in the place children can not reach.
- 6.Keeping drugs separately for internal and external uses.
- 7.Keeping separately different types of drugs.
- 8.Preserving drugs together with their original package in sealed container.
- 9.After opening, the attached cotton and drier should be abandoned immediately.
- 10.Storing the integrity of original package and container for further recognition.
- 11.Storing the package inserts, original package for further recognition.
- 12.Noting relevant information of effective date, usage and dosage.
- 13.Storing in glass container is better than in plastic bag.
- 14.Check the drugs at your house at least regularly, and dispose of the expired drugs. If people have unfinished medicine, for common family medicine, it is best to take the pills out of the



package and collect them in a zipper bag. If there is any liquid medicine, pour it into the zipper bag as well. Then seal the bag and give it along with your garbage to a clean personnel. If it is a kind of genotoxic waste, such as antitumor drugs, take them back to the hospitals, and the hospital will handle them with other medical waste. Do not throw them away recklessly.

