

## **PATIENT COUNSELING**

### **Rule 4729-5-22 [Update effective 04/27/2007]**

- (A) A pharmacist or the pharmacist's designee shall personally offer to provide the service of counseling pursuant to paragraph (B) of this rule to the patient or caregiver whenever any prescription, new or refill, is dispensed. A pharmacist shall not be required to counsel a patient or caregiver when the patient or caregiver refuses the offer of counseling or does not respond to the written offer to counsel. In this situation, when counseling is refused, the pharmacist shall ensure that such refusal is documented in the presence of the patient or the patient's caregiver. If the patient or caregiver is not physically present, the offer to counsel shall be made by telephone or in writing on a separate document and shall accompany the prescription. A written offer to counsel shall include the hours a pharmacist is available and a telephone number where a pharmacist may be reached. The telephone service must be available at no cost to the pharmacy's primary patient population.
- (B) A pharmacist, or an intern under the personal supervision of a pharmacist, shall counsel the patient or caregiver. Such counseling may include, but is not limited to, the following:
- (1) The name and description of the drug;
  - (2) The dosage form, dose, route of administration, and duration of drug therapy;
  - (3) The intended use of the drug and the expected action;
  - (4) Special directions and precautions for preparation, administration, and use by the patient;
  - (5) Common adverse effects or interactions and therapeutic contraindications that may occur, including possible methods to avoid them, and the action required if they occur;
  - (6) Techniques for self-monitoring drug therapy;
  - (7) Proper storage;
  - (8) Prescription refill information;
  - (9) Action to be taken in the event of a missed dose; and
  - (10) The pharmacist's comments relevant to the individual's drug therapy, including other necessary information unique to the specific patient or drug.
- (C) Other forms of drug therapy information may be used when appropriate to supplement the counseling by the pharmacist. Examples of forms that may be used include, but are not limited to, drug product information leaflets, pictogram labels, and video programs.
- (D) Patient counseling shall not be required for inpatients of an institutional facility as defined in rule 4729-17-01 of the Administrative Code.