4. COMPETENCE STANDARD FOUR: PROVIDE PHARMACIST INITIATED CARE TO THE PATIENT AND ENSURE THE OPTIMAL USE OF MEDICINE

Does this standard apply to me?

The standard applies to all pharmacists who are required to give advice and recommendations, and whose actions have a direct impact on patient outcome.

Introduction

The pharmacist plays an important role in the provision of accessible and affordable healthcare to the community. The availability of specialised pharmaceutical knowledge at a primary level is an important component in the delivery of effective primary health care.

The pharmacist is often required to make important clinical decisions in the pharmacy based entirely on the patient’s history, observation of symptoms, and the application of the pathogenesis and symptomology of a variety of disease conditions. Specific competencies and skills are required by the pharmacist to develop a pharmaceutical care plan that will result in the appropriate treatment of the identified condition, the provision of advice and/or the referral of the patient for further medical attention. Of particular importance is that the pharmacist knows when to refer a patient to a medical practitioner or other health care professional.

The provision of pharmacist initiated care incorporates the practice of pharmaceutical care in ensuring the quality use of medicines by the patient. It includes the dispensing process and the provision of pharmaceutical care by the pharmacist.

- Pharmaceutical care may be defined as “to find and solve the drug therapy problems of each individual patient” and has three essential elements, namely:
  - a philosophy of practice;
  - the patient care process; and
  - a practice management system

This includes addressing and caring for the needs of the patient by practising according to a responsible patient care model in the pharmacy, developing an appropriate care plan to resolve problems and determine the goals of therapy and to do follow-up evaluations. An effective practice management system must also be developed by the pharmacist.

In the provision of rational pharmacist initiated care to the patient and ensuring the quality use of medicines, emphasis is placed on the ability of the pharmacist to develop a pharmaceutical care plan that will result in the appropriate treatment of the identified condition, the provision of advice and/or the referral of the patient for further medical attention.

The pharmacist should at least have a good knowledge of the components of providing care at a primary level including but not limited to the following:

- the pathogenesis and symptomology of a variety of disease conditions encountered at a primary care level;
- the pharmacotherapy of various conditions for which treatment may be initiated at a primary level;
• communication skills, including the ability to illicit an appropriate patient profile and the ability to provide information to ensure the quality use of medicines and/or non-treatment advice;
• the pharmacodynamics, pharmacokinetics and pharmaco-economics of medicine therapy at a primary care level;
• the properties of various dosage forms and their application in pharmacy practice;
• the legal aspects relating to the practice of pharmacy;
• an understanding of the principles of good management, good pharmacy practice, and multidisciplinary co-operation;
• treatment modalities, including the use of essential drug list medicines, applied drug information and the monitoring of therapeutic outcomes to ensure positive outcomes of pharmacist initiated treatment at primary care levels;
• pharmaceutical knowledge, including dosage forms, quality assurance, pharmaceutical stability, and good dispensing practice;
• an understanding of the promotion of animal health and the effects thereof on the health care of the community.

The pharmacist is expected to have a solid base-line knowledge of disease pathogenesis, symptomology, epidemiology, treatment modalities and pathophysiology to ensure competence in the provision of primary care therapy to the community. The pharmacist must have an understanding of the components of providing rational pharmacist initiated care to the patient and ensuring the quality use of medicines including the principles of patient profiles, pharmacist initiated treatment and pharmaceutical care in primary care treatment.

The standard presented here reflects those competencies required for the entry level pharmacist to demonstrate capability in assessing the medicine and health needs of the patient, identifying signs and symptoms of various diseases conditions, and implementing and monitoring a pharmaceutical care plan. The standard was determined by consultation with hospital and community pharmacists and other relevant health professionals. The outcomes and assessment criteria are workplace related and represent the minimum assessment criteria for the evaluation of competency within the pharmacy workplace.

CAPABILITY AND OUTCOMES

A person who has achieved this standard is capable of assessing the medicine and health needs of the patient, identifying the patient’s signs and symptoms, devising, documenting and implementing a pharmaceutical care plan and monitoring the outcome.
The following outcomes of this capability should be demonstrated by the candidate:

4.1 Determine the reason for request for service

A person who has achieved this outcome is capable of

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<table>
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<tbody>
<tr>
<td>(a)</td>
<td>Communicating effectively to determine the person’s needs</td>
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<tr>
<td>(b)</td>
<td>Approaching person in a manner, which shows sensitivity to needs and culture</td>
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<tr>
<td>(c)</td>
<td>Deciding on the basis of information obtained to provide product, advice or information or to take patient history</td>
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<tr>
<td>(d)</td>
<td>Refer the person for further investigation by another health care professional where warranted</td>
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Assessment (Tick appropriate box)
Does this outcome form part of my current practice of pharmacy?

Yes ☐ No ☐

IF YES, on the basis of the evidence I have identified

I can do this

4.2 Provide requested information

A person who has achieved this outcome is capable of

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<tbody>
<tr>
<td>(a)</td>
<td>Interpreting request for level, content and final use</td>
</tr>
<tr>
<td>(b)</td>
<td>Deciding whether to refer or accept the request</td>
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<tr>
<td>(c)</td>
<td>Sourcing information and evaluate for relevance and scientific correctness</td>
</tr>
<tr>
<td>(d)</td>
<td>Communicating information promptly, clearly and accurately</td>
</tr>
<tr>
<td>(e)</td>
<td>Checking the recipient’s understanding</td>
</tr>
<tr>
<td>(f)</td>
<td>Ascertaining that the information supplied meets the needs of the recipient</td>
</tr>
</tbody>
</table>

Assessment (Tick appropriate box)
Does this outcome form part of my current practice of pharmacy?

Yes ☐ No ☐

IF YES, on the basis of the evidence I have identified

I can do this

4.3 Provide and advise on the appropriate and safe use of products where requested

A person who has achieved this outcome is capable of

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<tbody>
<tr>
<td>(a)</td>
<td>Determining whether product can by provided according to legal and good pharmacy practice requirements, e.g. age of person</td>
</tr>
<tr>
<td>(b)</td>
<td>Ensuring the safe use of products</td>
</tr>
</tbody>
</table>

Assessment (Tick appropriate box)
Does this outcome form part of my current practice of pharmacy?

Yes ☐ No ☐

IF YES, on the basis of the evidence I have identified

I can do this
### 4.4 Elicit patient history

<table>
<thead>
<tr>
<th>A person who has achieved this outcome is capable of</th>
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<tbody>
<tr>
<td>(a) Deciding on appropriate environment to use for consultation according to good pharmacy practice guidelines</td>
</tr>
<tr>
<td>(b) Accessing previous patient medication records where available</td>
</tr>
<tr>
<td>(c) Taking accurate, complete and systematic patient history</td>
</tr>
<tr>
<td>(d) Interpreting history to decide whether to refer, apply first aid or proceed with symptom identification</td>
</tr>
</tbody>
</table>

**Assessment (Tick appropriate box)**

Does this outcome form part of my current practice of pharmacy?

- Yes [ ] No [ ]

**IF YES, on the basis of the evidence I have identified**

I can do this

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### 4.5 Refer patient to other health care professionals where appropriate

<table>
<thead>
<tr>
<th>A person who has achieved this outcome is capable of</th>
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<tbody>
<tr>
<td>(a) Referring patient to appropriate health care professional if:</td>
</tr>
<tr>
<td>• patient condition warrants further investigation;</td>
</tr>
<tr>
<td>• therapy taken by patient fails in purpose</td>
</tr>
<tr>
<td>• therapy taken by patient causes an untoward effect</td>
</tr>
<tr>
<td>• consequences of drug abuse or toxic doses of drugs or chemicals can not be treated</td>
</tr>
<tr>
<td>(b) Referring patient in a professional and ethical manner</td>
</tr>
</tbody>
</table>

**Assessment (Tick appropriate box)**

Does this outcome form part of my current practice of pharmacy?

- Yes [ ] No [ ]

**IF YES, on the basis of the evidence I have identified**

I can do this

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### 4.6 Identify patient signs and symptoms

<table>
<thead>
<tr>
<th>A person who has achieved this outcome is capable of</th>
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<tbody>
<tr>
<td>(a) Observing patient for behaviour and obvious physical signs</td>
</tr>
<tr>
<td>(b) Identifying signs and symptoms</td>
</tr>
<tr>
<td>(c) Performing appropriate diagnostic tests</td>
</tr>
<tr>
<td>(d) Using correct test methodology and sampling procedures</td>
</tr>
<tr>
<td>(e) Interpreting signs, symptoms and data correctly</td>
</tr>
<tr>
<td>(f) Demonstrating sensitivity for alternative customs and approaches to health care</td>
</tr>
</tbody>
</table>

**Assessment (Tick appropriate box)**

Does this outcome form part of my current practice of pharmacy?

- Yes [ ] No [ ]

**IF YES, on the basis of the evidence I have identified**
4.7 Devise an appropriate care plan in consultation with patient

A person who has achieved this outcome is capable of

(a) Identifying cause of observed signs and symptoms by reconciling the latter with the history, observations, examination, and the diagnostic tests performed

(b) Referring patient if interpreted information requires further investigation by another health care professional in accordance with good pharmacy practice guidelines

(c) Selecting appropriate care plan according to the interpretation of patient information

(d) Devising an appropriate plan to provide for patient advice, treatment or intervention if not referred

(e) Demonstrating sensitivity for alternative approaches and customs in health care

(f) Applying first aid measures where necessary

(g) Planning follow-up monitoring and evaluation process in consultation with the patient

Assessment (Tick appropriate box)

Does this outcome form part of my current practice of pharmacy?

Yes ☐ No ☐

IF YES, on the basis of the evidence I have identified

I can do this

4.8 Monitor, evaluate and adjust care plan

A person who has achieved this outcome is capable of

(a) Following up care plan and assess the patient for compliance, effectiveness and safe use of the medicine

(b) Evaluating feedback and adjust care plan appropriately

Assessment (Tick appropriate box)

Does this outcome form part of my current practice of pharmacy?

Yes ☐ No ☐

IF YES, on the basis of the evidence I have identified

I can do this
4.9 **Implement the care plan**

<table>
<thead>
<tr>
<th>A person who has achieved this outcome is capable of</th>
</tr>
</thead>
<tbody>
<tr>
<td>(a) Referring the patient professionally and ethically where necessary</td>
</tr>
<tr>
<td>(b) Providing an emergency supply of medicines where situation warrants it</td>
</tr>
<tr>
<td>(c) Giving appropriate advice clearly and accurately where necessary,</td>
</tr>
<tr>
<td>(d) Issuing appropriate medicine and provide advice on medicine where appropriate</td>
</tr>
<tr>
<td>(e) Recommending non-drug management including no treatment and appropriate information and/or advice</td>
</tr>
<tr>
<td>(f) Ascertaining whether the patient understood the information and/or advice given</td>
</tr>
<tr>
<td>(g) Administering drug or treatment</td>
</tr>
<tr>
<td>(h) Intervening in the medicine needs of the patients</td>
</tr>
<tr>
<td>(i) Keeping all records in the appropriate prescribed manner in accordance with legal requirements</td>
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</table>

**Assessment (Tick appropriate box)**

Does this outcome form part of my current practice of pharmacy?

| Yes ☐ | No ☐ |

**IF YES,** on the basis of the evidence I have identified

I can do this

4.10 **Training pharmacist interns to provide pharmacist initiated care to the patient and ensure the optimal use of medicines**

<table>
<thead>
<tr>
<th>A person who has achieved this outcome is capable of</th>
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<tbody>
<tr>
<td>(a) Familiarising the pharmacist’s intern with the correct procedures in providing pharmacist initiated care to the patient and to ensure the optimal use of medicine</td>
</tr>
<tr>
<td>(b) Familiarising the pharmacist intern with the terminology used in providing pharmacist initiated care to the patient and to ensure the optimal use of medicine</td>
</tr>
<tr>
<td>(c) Familiarising the pharmacist’s intern with the correct methods of eliciting patient history, referring the patient to another health care professional where appropriate and advising the patient on the safe use of requested medicines</td>
</tr>
<tr>
<td>(d) Familiarising the pharmacist intern with the principles of identifying patient signs and symptoms, and devising, implementing and monitoring an appropriate care plan in consultation with the patient</td>
</tr>
<tr>
<td>(e) Assisting the pharmacist intern in the self assessment of their capabilities against determined unit standards</td>
</tr>
<tr>
<td>(f) Providing guidance to the pharmacist intern in providing pharmacist initiated care to the patient and to ensure the optimal use of medicine</td>
</tr>
<tr>
<td>(g) Assessing progress of the pharmacist intern and provide feedback</td>
</tr>
<tr>
<td>(h) Assisting the pharmacist intern in solving relevant learning problems in providing pharmacist initiated care to the patient and to ensure the optimal use of medicine</td>
</tr>
</tbody>
</table>

**Assessment (Tick appropriate box)**

Does this outcome form part of my current practice of pharmacy?

| Yes ☐ | No ☐ |

**IF YES,** on the basis of the evidence I have identified

I can do this
### Safe use of chemicals
- Identification of chemical
- Label clearly and completely
- Attach cautionary and advisory instructions
- Correct and safe storage
- Appropriate packaging
- Safe disposal

### Patient history
- past conditions
- present symptoms
- past treatments
- drug history
- clinical history
- demographics
- socio-economic milieu
- family history

### Identify signs and symptoms
- Verbal information
- Visual examination
- Vital signs observation
- Basic examination of identified areas related to disease conditions
- Physical
- Behavioural

### First aid measures
- Current and recognised first aid principles
- The symptoms of poisoning, drug abuse, drug overdose and other toxic substances
- Appropriate treatment of:
  - Exposure to toxic doses of drugs or chemicals
  - Ingestion of toxic doses of drugs or chemicals
  - Substance abuse

### Diagnostic tests
- In accordance with current Specific Guidelines for Pharmacy Practice document
- Tests performed:
  - Diabetes (blood, glucose)
  - Blood cholesterol levels hypertension
  - Malaria infection
  - HIV (if qualified as counsellor)
  - Fertility and pregnancy (urinary)
  - peak respiratory flow rate (peak flow meter)
  - urine diagnostic testing for:
    - infection
    - renal disorders
    - metabolic diseases (diabetes mellitus)
    - pharmacist

### Referral
- In accordance with the current Specific Guidelines for Pharmacy Practice

### Alternative approach
- homeopathy
- traditional medicine
- herbalism
- ayurvedic medicine
- other complementary medicine
<table>
<thead>
<tr>
<th>NOTE: BOLD PRINT IN THE TEXT OF ACTIVITIES IS EXPANDED IN THE RANGES.</th>
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</thead>
</table>
| **Care plan** | • Referral  
• Provision of advice  
• Pharmacist initiated prescription  
• Treatment or intervention (singly or in combination)  
• Chronic patient care  
• First aid |
| **Treatment** | • immunise  
• dress wound  
• administer initial dose  
• administer injections,  
• cardiopulmonary resuscitation  
• administer first aid |
| **Intervened** | • change of dose  
• change of therapy |
| **Records** | • patient history  
• examination and test results  
• care plan implementation  
• therapy or drugs administered  
• outcomes |
| **General Care giver** | • The person other than the patient receives the medicine on behalf of the patient |

**Assessment (Tick appropriate box) - In general, does Standard 4 form part of my current practice of pharmacy?**  
Yes ☐  No ☐

**IF YES,**  
☐ I have assessed my competence in this standard and can provide evidence in all of the elements  
☐ I have assessed my competence in this standard and will undertake CPD in the outcomes that I currently cannot provide evidence for, in order to meet all the requirements of this standard