

680-X-2-.21. PATIENT COUNSELING

1. Pharmacists, because of their strategic position in the health care system, have traditionally provided drug information to their patients and to other health care professionals. In the best interest of the public health, the patient must be offered counseling for all new prescriptions and, where appropriate, for refill prescriptions. The offer to counsel shall be made by the pharmacist or the pharmacist's designee in a face to face oral communication with the patient, or the patient's representative, unless in the professional judgment of the pharmacist, it is deemed inappropriate or unnecessary. If it is deemed inappropriate or unnecessary by the pharmacist, it would be permissible for the offer to counsel to be made in a written communication, by telephone, or in a manner determined by the pharmacist to be appropriate. Said counseling must be performed by the pharmacist or properly supervised pharmacist intern. A printed statement shall be included with every prescription listing the pharmacy's telephone number, for the patient to call with questions about their medication. Each new prescription and, where appropriate, refill prescription, should be reviewed for, but not limited to, the following:
 - a. Therapeutic duplication
 - b. Drug-disease contraindication where indicated
 - c. Drug-drug interaction
 - d. Incorrect dosage/duration
 - e. Drug allergy interactions
 - f. Clinical abuse/misuse
2. Pharmacists may discuss, but are not limited to, the following:
 - a. Name and description of the medication
 - b. Dosage form, dosage, route of administration and duration of therapy
 - c. Special directions, precautions for preparation, administration and use by the patient
 - d. Common severe side effects, adverse effects or interactions, and therapeutic contraindications
 - e. Techniques for self monitoring
 - f. Proper storage
 - g. Refill information

- h. Action in the case of missed dose
3. Pharmacists or the pharmacist's designee, in a face to face communication, in institutional settings, shall offer to give an oral consultation with all new prescriptions and, where appropriate, for refill prescriptions dispensed to homeward-bound patients or the patient's representative. Said counseling must be performed by the pharmacist or properly supervised pharmacist intern. If the patient or the patient's representative are unavailable, the pharmacist shall make known the fact that a consultation is available and how he/she may be reached.
 4. Each pharmacy shall maintain patient medication profiles.
 5. Patient Medication Profiles shall be maintained in accordance with state and federal requirements. A pharmacist or pharmacist's designee shall, verbally or in writing, make a reasonable effort to obtain information for the patient medication profile. Each profile shall include at least the following information, when available:
 - a. Patient name, age, gender, address and phone number
 - b. Individual patient history, including a list of prescription medications and devices, where appropriate
 - c. Pharmacist comments
 6. Supervising pharmacists/directors shall be responsible to the Board for the provision of the rule.
 7. Each pharmacy shall have the latest edition and/or revision of "Facts and Comparisons" or any reference book or electronic media sufficient to meet the level of its pharmacy practice.
 8. Nothing in this rule shall prohibit the pharmacist from charging, and being reimbursed, for the 46 provision of the above described professional service. The pharmacist should identify any fee for counseling in an itemized bill.

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