

Pharmacy Communication Assessment Criteria

		Did the pharmacist....					
Opening Statement	Have a clear opening statement that included a clear introduction, verified the identity of the patient and gave provisions for comfort confidentiality and privacy?		0	1	2	3	4
Gathering Patient Information	Identify and use appropriate sources of information (e.g., patient, laboratory data, chart, electronic health record, profile, other health care professionals, etc.)		0	1	2	3	4
	Ask about main concern? (severity, duration, onset, frequency, etc.)		0	1	2	3	4
	Organized history to obtain information about: <ul style="list-style-type: none"> • Medical conditions . history • OTC or herbal medications • Relevant Lifestyle Concerns • Red Flags • Therapeutic Failure/ success • Compliance Issues 		0	2	4	6	8
	Responded to patients' needs during assessment		0	1	2	3	4
	Employed appropriate use of open and closed ended questions		0	1	2	3	4
	Avoided loaded or leading questions?		0	1	2	3	4
Patient Counselling	Adequately explained problems or issues , answering questions the patient had		0	1	2	3	4
	Provided adequate counselling and or patient education tailored to the patient that is accurate and complete (Information about treatment, including usage, dose, side effects, interactions, storage and expected outcomes or results)		0	1	2	3	4
	Organized information to provide thorough and logical information on a treatment for a patient		0	1	2	3	4
	Used information obtained from the patient to tailor counselling and education specific to that patient		0	1	2	3	4
Conclusion	Verified that the patient understood instructions		0	1	2	3	4
	Provided patient with adequate information including monitoring		0	1	2	3	4
	Provided the patient with an avenue for feedback (follow-up, questions or concerns)		0	1	2	3	4
	Concluded the dialogue appropriately		0	1	2	3	4

Language and Communication Strategies	Used appropriate discourse strategies to guide the conversation (including handling communication hurdles, clarification requests, and other language gambits)	0	1	2	3	4
	Replied with appropriate empathy	0	1	2	3	4
	Listened actively and responded to patient cues (avoiding excessive verbalization, premature questioning, evaluative statements, advising, ignoring feelings, providing false reassurances, becoming confrontational...etc)	0	1	2	3	4
	Used patient-centred language	0	1	2	3	4
	Read the patient's body language	0	1	2	3	4
	Spoke in a manner that was comprehensible					
	• Pronunciation	0	1	2	3	4
	• Grammar	0	1	2	3	4
	• Word Choice	0	1	2	3	4
	Organized time appropriately	0	1	2	3	4

Total: _____ 100

Comments