**Introduction**

* Introducing yourself to the patient
* Identifying who requires the treatment

**Gather patient information**

* Allergies
* Medical conditions
* Prescription medications
* Over the counter products and/or complementary medications
* Pregnant or breastfeeding (female of childbearing age 12-51 y.o)
* Identifying the patient’s age and weight- if necessary
* If child, check if goes to school, kindergarten or childcare

**Symptoms clarified**

* What are the patient’s symptoms?
* Any other symptoms?
* Have you seen a doctor about these symptoms?
* Have you had these symptoms before?
* How long have the symptoms been present?
* What have you tried to manage these symptoms? How did you take this medication? Did the medication have any effect?
* Durations of symptoms
* Speed of onset? Severity? Changes?

**Assess**

* Is there a clear diagnosis?
* Is medication therapy appropriate for this patient
* Are there any **RED FLAGS** for referral?
* Explain the rationale for referral
* Are there any other concerning contributing factors?
* Does the patient’s medication interact adversely with requested medicines?
* Does the patients medical condition interact adversely with the requested medicines ex. pregnant/ breastfeeding patient or asthmatic

**Response and recommendations**

* Explain the diagnosis to the patient
* Can an appropriate medication be recommended to the patient?
* Name the product and the active ingredient/s in the product
* Expected benefits
* Directions for safe and effective use of the product suggested
* Possible side effects
* Possible contraindications & drug interactions
* Timeframe for follow-up
* Storage/handling
* Non-pharmacological treatment strategies and other lifestyle advice to enhance treatment outcome
* Patient selfcare care provided and written information
* Check understanding and offer further support
* Answer all of the patients’ questions