**TAKE PATIENT HISTORY** (refer to reference only to research unfamiliar drug)

*Introduction*

* Introducing yourself to the patient
* Identifying who requires the treatment
* If carer:
* What is your role in managing the patient’s medication?
* Are there any issues you see with the medications or the health condition?

*Medication check*

* Identify if this is a new medication
* Check patient understanding of the medication
* Check info provided by doctor about what they are using it for
* Doctor’s diagnosis
* Current complaints
* Severity of symptoms
* Check understanding on how they should be using this medication

*Gather patient information*

* Identifying the patient’s age/ weight (especially if a child)
* Allergies
* What reaction occurred and how long ago?
* Prescription medications, from this pharmacy, other pharmacies, or hospitals
* What they are they are using these medications for? How they take the med?
* Are you having any problems with taking your medications?
* Do use any devices such as inhaler or injections?
* Do you use any drops for your eye, nose or ear?
* Have you recently stopped any medications?
* Over the counter products and/or complementary medications
* What are they being used for?
* How long have you been taking them for?
* How do you take them?
* Have you noticed any side effects or symptoms that you can relate to these medications?
* Medical conditions
* How long have you had these medical conditions and how are they being treated?
* Pregnant or breastfeeding (female of childbearing age 12-51 y.o)
* Pregnant or planning on becoming pregnant
* Are you breastfeeding? How often/timing?
* If relevant- smoking? Alcohol? Physical activity? Nutrition? Does the child school/ kinder garden/ childcare (if necessary)
* Monitoring: frequency and results
* What monitoring? Blood tests, INR, drug levels, BP, lungs, eyes, feet
* Check frequency of monitoring
* Check is blood test results are okay?

**INFORMATION GATHERED:**

**PERFORM CHECK** (refer to resources)

*Indication-* **AMH**

* Is this medication appropriate for use in this condition?
* Is the medication treating a side effect of another medication? (e.g venlafaxine ↑B.P)
* Symptom of toxicity with current medication they are taking? E.g serotonin drug, digoxin, and lithium **adverse effects section (AMH- class & individual med)**
* Is the patient currently using another medication to treat the same indication (duplication of therapy?)

*Dose (starting dose)*-**AMH**

* Is the starting dose safe (for child check dose for age and weight)?
* Is the timing of the dose appropriate (morning, night, etc)
* Does dose need to be adjusted - weight, renal/ hepatic function & clinical factors

*Dose (repeat)-* **Patient Information provided**

* Check that dates match dispensings, frequency and dose against original

*Precautions-* **AMH: Check class overall then individual medication**

* E.g Qt interval, Seizure threshold, Serotonin toxicity, Medication requires contraception, Narrow therapeutic index medication & High-risk drugs- clozapine, azathioprine or methotrexate

*Contraindication (Is the current medication contraindicated for the patient)*- **AMH**

* Allergic to the medication- drug class
* Pregnant or breastfeeding
* Impairment such as renal or hepatic or other
* Medical conditions- is it alright to use this medication with medical history presented

*Drug interactions* (FOCUS- new meds or recently started with timing of symptoms)- **AMH, APF (CAMS) and MIMs interactions checker**

* Interactions with other prescription medications/ OTC/ complementary medicines
* Is a drug interaction causing symptoms?
* Is the combination contraindicated or can it be used cautiously (example, extra monitoring or reduced dosage)

*Compliance*

* Check how patient is currently taking the medication and admin (ex. SR crushed?)

*Problems identified:*

*Solutions for the problems prepared*- use the **AMH**

**PLAN:** HAVE SOLUTION READY

*Contact appropriate prescriber – Does the prescriber need to be contacted?* If prescriber cannot be contacted, what are the steps that I would take

* Introduce myself & use 3 identifiers for patient
* Describe the situation with the patient and clinical background information
* Identify what I think the problem is
* Ask prescriber if they have any alternatives/ options
* Provide safe/ effective solution if requested and check for shared understanding
* Is a new prescription required to be sent through to the pharmacy?

*Counsel the patient:* Explain to the patient of the change if there is one and what the new medication is?

* Clear directions on how to take the medication
* Clear information on: Expected benefits, Potential side effects, Monitoring and follow up of conditions, storage and handling and provide CMI
* Non-pharmacological and/ or lifestyle advice
* Offer CMI and further support if needed by coming to pharmacy or contacting dr

**CONCLUSION:** identified problems/ addressed and does the patient have any questions?