

Participant code: _____

Date: _____

Observer: _____

Actor: _____

Section 1: Greeting: The pharmacist ...		Addressed		Comments
1.1 Introduces himself <i>Pharmacist: <u>Hello, my name is ...</u></i>				
1.2 Identifies the patient <i>Pharmacist: <u>Are you Mrs./ Mr. ...? Is the prescription for you?</u></i> <i>Patient: Yes.</i>				
1.3 Checks/adds to the patient's record <i>Pharmacist: Are you saved in the <u>customer file</u>?</i> <i>Patient: No.</i>				
Section 2: Medical history: The pharmacist ...		Addressed	Correct	Comments
2.1 Reviews the reason for prescription (Rx) / checks self-diagnosis (self-medication) <i>Pharmacist: <u>Do you know why your doctor prescribed this drug?</u></i> <i>Patient: I have type 2 diabetes.</i>				
2.2 Finds out whether a new drug was prescribed <i>Pharmacist: <u>Have you got this prescription for the first time?</u></i> <i>Patient: Yes.</i>				
2.3 Asks about the information already provided to the patient by the physician <i>Pharmacist: <u>What information did the doctor give you about the drug?</u></i> <i>Patient: Patient: Nothing special. Only that my long-term blood sugar is too high. And that is why I should take this new drug now.</i>				
2.4 Asks about any other prescription drugs the patient is taking <i>Pharmacist: <u>What other prescription drugs do you take?</u></i> <i>Patient: I take metformin 1000 mg 3 times a day and enalapril 20 mg once a day because of my high blood pressure.</i>				
2.5 Asks about any self-medication products, phytotherapeutics, etc. the patient is taking <i>Pharmacist: <u>What other drugs do you take? For example, non-prescription drugs, herbal drugs, or medicines from the drugstore.</u></i> <i>Patient: I take nothing else.</i>				
2.6 Asks about other medical conditions (i.e. chronic diseases, allergies, pregnancy/lactation, kidney/liver impairment) <i>Pharmacist: Is there anything else that I should know about your health to give you the best possible advice?</i> <i>Patient: What do you mean?</i> <i>Pharmacist: For instance, <u>other chronic diseases, allergies, pregnancy, breastfeeding period, kidney or liver impairment?</u></i> <i>Patient: I have diabetes and high blood pressure. Nothing else.</i>				
2.7 Tells the patient the name of the active substance <i>Pharmacist: The doctor has prescribed the active ingredient dapagliflozin 10 mg.</i>				

Case 2 – Initiation dapagliflozin

Section 3.1: Initiation of the therapy: The pharmacist ...	Addressed	Correct	Comments
3.1.1 Explains the benefit of drug therapy <i>Pharmacist: Dapagliflozin, causes an increased glucose excretion in the urine and thus it improves your blood glucose level. <u>Better blood glucose control</u> can reduce the risk of consequential damage from diabetes mellitus.</i>			
3.1.2 Explains the patient the correct dosage <i>Pharmacist: Take the medicine <u>once a day</u>.</i>			
3.1.3 Gives specific instructions for the use of the drug (inhalation, spray, injection; ingestion with or without food) <i>Pharmacist: You can take the medicine <u>regardless of meals</u>.</i>			
3.1.4 Explains the duration of the therapy <i>Pharmacist: <u>The treatment with this medicine is a long-term therapy. Please do not stop taking the medicine if not told so by your doctor.</u></i>			
3.1.6 Explains possible monitoring activities associated with the drug therapy <i>Pharmacist: Do you keep a <u>blood sugar diary</u>? Patient: Yes, whenever the doctor has measured my blood sugar levels, I have it entered.</i>			
3.1.7 Provides information on memo-techniques <i>Pharmacist: <u>Can you remember the dosage?</u> Or should I write it down for you? Patient: Thank you, I can remember.</i>			
3.1.8 Tells the patient about potential adverse drug reactions that may occur <i>Pharmacist: The mechanism of action of this medicine is the excretion of sugar in the urine. However, this can favor <u>urinary tract infections</u>.</i>			
3.1.10 Tells the patient how to manage any adverse drug reactions <i>Pharmacist: If this side effect occurs, please <u>see your doctor</u>.</i>			
Section 3.3: Preventive measures: The pharmacist talks about ...	Addressed	Correct	Comments
3.3.1 Smoking cessation <i>Pharmacist: <u>Do you smoke?</u> Patient: No.</i>			
3.3.2 Obesity <i>Pharmacist: <u>Weight control</u> also plays a major role, which has a positive impact on the course of the disease.</i>			
3.3.3 Physical exercise <i>Pharmacist: <u>Physical activity</u> has also a positive impact on your health status. You should do this as regularly as possible, if possible several times a week.</i>			
3.3.4 Healthy diet <i>Pharmacist: When it comes to nutrition, it is important that you eat a <u>well-balanced diet</u>, e.g. you should prefer vegetable fats and eat high fiber foods.</i>			
3.3.5 Alcohol consumption <i>Pharmacist: The consumption of alcohol is problematic. Alcohol can <u>cause low blood sugar levels</u>. Especially during treatment with metformin alcohol consumption should be avoided. Do you drink alcohol? Patient: I do not drink alcohol.</i>			
Section 4: Goal setting: The pharmacist ...	Addressed		Comments
4.1 Sets individual goals <i>Pharmacist: <u>Could you be so kind and summarize how you will proceed?</u> Patient: I will take this new medicine once a day and if I get a urinary tract infection I go to the doctor.</i>			
Section 5: Patient involvement: The pharmacist ...	Addressed	Correct	Comments

Case 2 – Initiation dapagliflozin

5.1 Invites the patient to ask questions <i>Pharmacist: <u>Do you have any questions?</u></i> <i>Patient: I have read that some medications for the treatment of diabetes make you fat and now I am paying special attention to my diet. Is this the case with this drug?</i>		
5.2 Takes patient's questions into account during the consultation <i>Pharmacist: <u>No</u>. Studies have even shown that dapagliflozin therapy can lead to weight loss.</i>		
Section 6: Risk communication: The pharmacist ...	Addressed	Comments
6.2 Advises the patient to consult with their physician or pharmacist if questions arise/Suggests a new appointment <i>Pharmacist: <u>If any question arises in the meantime, you are welcome to contact your doctor or us at any time.</u></i> <i>Patient: Thank you.</i>		
Sum		