

Appalachian College of Pharmacy

Patient Counseling Checklist

- Introduce self and identify patient or patient's agent.
- Explain the purpose/importance of the counseling session.
- Convey complete information to the patient (e.g. drug name, indication, dosage regimen, potential side effects, missed dose instructions, refills allowed, and storage recommendations).
- Verify the patient's understanding via feedback.
- Summarizes by emphasizing key points of information, provides closure and opportunity for follow-up.
- Check for any additional concerns or questions.
- Use patient appropriate language throughout the counseling session.
- Use written information to support counseling when appropriate.