



Validation Tools for Community Pharmacy

Internal Validation Tool 3

Tool 3

RESPONDING TO SYMPTOMS

Despite changes in the traditional role of pharmacists, the intervention of community pharmacists in responding to clients with minor ailments continues to be one of the major contributions by community pharmacists towards the maintenance of the best health possible for their society.

The tool is used when a patient presents a symptom or when a request for an OTC medication is made. Consider each request made by a patient as one transaction.

Use one tool (one set of validation tool number 03) for each symptom or each OTC request. Base the assessment on observations made during the dispensing process.

For each step choose the relevant statement(s) as appropriate. Before proceeding any further refer to Definition Sheet 03.

1 ESTABLISHING PATIENT IDENTITY

Tick where applicable

i The pharmacist establishes the identity of the patient

6

ii The pharmacist is familiar with the characteristics of the patient

4

2 ESTABLISHING PROFILE OF THE SYMPTOM(S)

Tick where applicable

i The pharmacist asks the patient to describe the nature and severity of the symptom(s)

2

ii The pharmacist asks the patient about the onset and duration of the symptom(s)

3

iii The pharmacist asks the patient whether he experiences any accompanying symptom(s)

2

iv The pharmacist asks the patient whether there is anything which makes the symptom(s) worse or better

3

3 ESTABLISHING A TREATMENT HISTORY

Tick where applicable

- i The pharmacist asks whether self medication was attempted 3
- ii The pharmacist asks the patient whether a medical doctor was consulted for this symptom 2
- iii The pharmacist asks the patient whether any medication was prescribed or used for this symptom in a previous occurrence 2
- iv The pharmacist checks whether the patient is taking any other medication 3

4 ESTABLISHING THE EXISTENCE OF RISK FACTORS

Tick where applicable

- i The pharmacist asks whether the patient suffers from chronic conditions 5
- ii The pharmacist asks whether the patient suffers from any allergies 5

5 DETECTION OF SERIOUS SYMPTOMS

The pharmacist attempts to detect symptoms suggestive of serious disease 10

Serious Disease	Minor Illness	
<i>Tick where applicable and GO TO 26</i>	<i>Tick where applicable and GO TO indicated number</i>	
Ankle swelling	Diarrhoea	6
Anorexia	Constipation	7
Blood loss from any orifice	Nausea & Vomiting	8
Difficulty in swallowing	Indigestion	9
History of severe injury	Cough and Colds	10
Increasing breathlessness	Sore Throats and Colds	11

Loss of weight	Headache	12
Menstrual abnormality	Painful, frequent and urgent urination	13
Persistent or recurrent pyrexia	Abdominal pain	14
Pain in chest, abdomen, head, or ears	Musculoskeletal disorders	15
Spontaneous bruising	Eye Disorders	16
Swelling or lumps of any size	Ear Disorders	17
Tenderness over the blood vessels	Skin Disorders	18
Urinary symptoms	Itching around Vulva	19
Yellow or green discharge from penis or vagina	Itching around Anus	20
Yellow or green sputum	Foot Disorders	21
Other:	Oral and Dental Disorders	22
General		23

6 PRESENTING SYMPTOM IS DIARRHOEA

Tick where applicable

- i The pharmacist asks the patient about the usual pattern of bowel frequency 2
- ii The pharmacist asks the patient whether he has experienced a change in the frequency and consistency of bowel motions 2
- iii The pharmacist enquires whether the patient has eaten anything which might have caused the diarrhoea or whether he has recently been abroad 2
- iv The pharmacist asks the patient whether he is running a temperature 2

v The pharmacist asks the patient whether he has recently lost weight for no apparent reason 2

6a ASSESSING SYMPTOMS

Tick one

Presence of accompanying symptom

Yes No

severe abdominal pain which is not resolving

left sided pain or tenderness

alternating episodes of diarrhoea and constipation

significant weight loss over a few weeks

blood and mucus in stools

continuous and recurrent diarrhoea

nocturnal diarrhoea excluding a digestive insult

medication side effect

other:

i The pharmacist does not detect any of the above accompanying symptoms and decides to proceed recommending appropriate action 10

ii The pharmacist detects one of the above accompanying symptoms and decides to consider referral 10

Indicate accompanying symptom and GO TO 28

6b MANAGEMENT OF THE CONDITION

Tick one

i The pharmacist recommends electrolyte replacement salts with or without medications to reduce diarrhoea 10

ii The pharmacist recommends regular fluid intake 5

iii The pharmacist recommends medications to reduce diarrhoea 4

GO TO 24

7 PRESENTING SYMPTOM IS CONSTIPATION

Tick where applicable

i The pharmacist asks the patient how often he normally goes to the toilet 3

ii The pharmacist asks the patient whether he suffers from bouts of diarrhoea alternating with constipation 2

iii The pharmacist asks the patient whether there were recent events and changes in lifestyle which may have coincided with the onset of constipation 3

iv The pharmacist checks the hydration status of the patient 2

7a ASSESSING SYMPTOMS

Tick one

Presence of accompanying symptom

Yes No

blood in faeces

acute distension of the abdomen

severe pain

mild to moderate pain for more than 48 hours

nausea and vomiting

unexplained weight loss

recurrent bouts of constipation

constipation alternating with diarrhoea

medication side effect

other:

i The pharmacist does not detect any of the above accompanying symptoms and decides to proceed recommending appropriate action 10

ii The pharmacist detects one of the above accompanying symptoms and decides to consider referral 10

Indicate accompanying symptom and GO TO 28

7b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist informs the patient to increase fluid and fibre intake and reduce intake of refined carbohydrates 5

ii The pharmacist explains to the patient the importance of engaging in some form of exercise 3

iii The pharmacist supplies a bulk forming or osmotic laxative and informs the patient to drink plenty of fluids 2

iv The pharmacist supplies a stimulant laxative for 4 days 2

v The pharmacist supplies glycerine suppositories 2

GO TO 24

8 PRESENTING SYMPTOM IS NAUSEA AND VOMITING

Tick where applicable

i The pharmacist asks the patient whether he can associate the symptom with food intake 3

ii The pharmacist checks whether the patient was recently abroad 3

iii The pharmacist asks the patient whether any blood stained vomit occurred 2

8a ASSESSING SYMPTOMS

Tick one

Presence of accompanying condition

Yes No

blood - stained vomit

frequent vomiting for more than 24 hours

sudden vomiting without nausea

episodic or chronic vomiting accompanied by weight loss

recent traveller to hot countries

medication side effect

other:

i The pharmacist does not detect any of the above accompanying conditions and decides to proceed recommending appropriate action

10

ii The pharmacist detects one of the above accompanying conditions and decides to consider referral

10

Indicate accompanying condition and GO TO 28

8b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist gives advice to the patient about which food to avoid such as milk, heavy or fatty meals

4

ii The pharmacist gives advice to the patient what he could eat when hungry such as bread, toast or plain biscuits

4

iii The pharmacist recommends electrolyte replacement salts with or without medications containing anti-emetics

2

GO TO 24

9 PRESENTING SYMPTOM IS INDIGESTION

Tick where applicable

- i The pharmacist asks the patient whether he can pinpoint exactly where the discomfort is 2
- ii The pharmacists asks about the severity and nature of the pain 2
- iii The pharmacist asks the patient whether it is relieved by food 2
- iv The pharmacist asks the patient whether he has eaten anything which may have caused the upset 2
- v The pharmacist asks if this is the patient's first experience of indigestion 2

9a ASSESSING SYMPTOMS

Tick one

Presence of accompanying symptom

Yes No

vomiting or constipation

tiredness with gastro-intestinal blood loss in vomit or stool

pain which spreads to jaw, neck, shoulder, and arms

severe, continuous pain

Other:

- i The pharmacist does not detect any of the above accompanying symptoms and decides to proceed recommending appropriate action 10
- ii The pharmacist detects one of the above accompanying symptoms and decides to consider referral 10

Indicate accompanying symptom and GO TO 28

9b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist recommends avoidance of stress, smoking, coffee, and spicy meals 4

ii The pharmacist recommends small regular non-spicy meals and engagement in exercises to induce weight reduction 4

iii The pharmacist recommends antacids with or without H₂ antagonists 2

GO TO 24

10 PRESENTING SYMPTOM IS COUGH AND COLD

Tick where applicable

i The pharmacist asks the patient whether he has nasal congestion, nasal discharge and sore throat 2

ii The pharmacist asks the patient whether he has any cough and if so to describe the type of cough 2

iii The pharmacist asks the patient whether he is running a fever 3

iv The pharmacist asks the patient whether he suffers shortness of breath or chest pain 3

10a ASSESSING SYMPTOMS

Tick one

Presence of accompanying symptoms

Yes No

cough which has not improved over 2-3 weeks

long-standing recurrent cough

persistent blood stained sputum

sore throat causing difficulty to swallow

wheezing and shortness of breath

pain on coughing

unexplained weight loss

other:

i The pharmacist does not detect any of the above accompanying symptoms and decides to proceed recommending appropriate action

10

ii The pharmacist detects one of the above accompanying symptoms and decides to consider referral

10

Indicate accompanying symptom and GO TO 28

10b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist gives advice to the patient about symptomatic treatment such as increasing fluid intake and performing steam inhalations

5

ii The pharmacist recommends a suitable cough and cold preparation

5

GO TO 24

11 PRESENTING SYMPTOM IS SORE THROAT AND COLDS

Tick where applicable

i The pharmacist examines the patient's throat and tonsils

5

ii The pharmacist asks the patient whether he has any difficulty in swallowing

5

11a ASSESSING SYMPTOMS

Tick one

Presence of accompanying symptom

Yes No

white pus filled spots on tonsils

persistent hoarseness

difficulty in swallowing

large tender lymph nodes in the neck

earache

persistent sore throat

other:

i The pharmacist does not detect any of the above accompanying symptoms and decides to proceed recommending appropriate action 10

ii The pharmacist detects one of the above accompanying symptoms and decides to consider referral 10

Indicate accompanying symptom and GO TO 28

11b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist advises the patient to avoid smoky or dusty atmospheres and stop or reduce smoking if he is a smoker 3

ii The pharmacist recommends high fluid intake 4

iii The pharmacist recommends sore throat lozenges, with or without a cold medicine 3

GO TO 24

12 PRESENTING SYMPTOM IS HEADACHE

Tick where applicable

i The pharmacist asks the patient to pinpoint where the headache is 2

ii The pharmacist asks the patient whether he has experienced similar episodes previously 2

iii The pharmacist asks the patient whether the headache is mild and annoying or severe and debilitating 2

iv The pharmacist asks the patient whether he has suffered any possible trauma or accident 2

v The pharmacist asks the patient whether he suffers from hypertension 2

12a ASSESSING SYMPTOMS

Tick one

Presence of accompanying condition

Yes No

patient is a child

first time episode

change in nature and pattern of headache

early morning headache which subsides during the day and there is no evidence of sinus and nasal congestion

patient has a history of hypertension

intense occipital headache

accompanied by nausea and vomiting

accompanied by nose bleeds

accompanied by drowsiness, muscle weakness

accompanied by fever and neck stiffness

medication side effect

double vision

dizziness

other:

i The pharmacist does not detect any of the above accompanying conditions and decides to proceed recommending appropriate action 10

ii The pharmacist detects one of the above accompanying conditions and decides to consider referral 10

Indicate accompanying condition and GO TO 28

12b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist pinpoints possible causal factors and discusses with the patient how to avoid further headache attacks 5

ii The pharmacist recommends an analgesic and advises the patient on the proper use of the analgesic 5

GO TO 24

13 PRESENTING SYMPTOM IS PAINFUL, FREQUENT AND URGENT URINATION

Tick where applicable

i The pharmacist asks the patient whether there is any itching or discharge 2

ii The pharmacist asks the patient whether the urine appears normal 2

iii The pharmacist asks the patient whether he has to get up during the night to pass urine 2

iv The pharmacist asks the patient whether he feels very thirsty or is drinking large volumes of fluid 2

v The pharmacist performs urinalysis 2

13a ASSESSING SYMPTOMS

Tick one

Presence of accompanying condition

Yes No

male patient

vomiting

fever and rigors

blood in urine

loin pain

vaginal discharge

chronic attack

symptoms for more than 3 days

abnormal urinalysis

Other:

i The pharmacist does not detect any of the above accompanying conditions and decides to proceed recommending appropriate action 10

ii The pharmacist detects one of the above accompanying conditions and decides to consider referral 10

Indicate accompanying condition and GO TO 28

13b MANAGEMENT OF THE CONDITION

Tick where applicable

- i The pharmacist gives advice to the patient to drink large volumes of fluids 3
- ii The pharmacist explains to the patient to try and eliminate the bacteria by *double micturition* 2
- iii The pharmacist counsels the patient on personal hygiene 2
- iv The pharmacist recommends medications which alkalinise the urine 3

GO TO 24

14 PRESENTING SYMPTOM IS ABDOMINAL PAIN

Tick where applicable

- i The pharmacist asks the patient whether he had gastrointestinal illness recently 3
- ii The pharmacist asks the patient whether the pain is intermittent or constant 3
- iii The pharmacist asks the patient whether the pain spreads to other parts of the body 4

14a ASSESSING SYMPTOMS

Tick one

Presence of accompanying condition

Yes No

pain is unbearable

continuous severe pain for more than 1 hour

pain has been present episodically for more than 7 days

persistent pain

vomiting

constipation

chronic back pain and occasional fainting

history of myocardial infarction

aggravation caused by exercise or cold

patient is a child

rectal bleeding

mucous with faeces

Other:

i The pharmacist does not detect any of the above accompanying conditions and decides to proceed recommending appropriate action

10

ii The pharmacist detects one of the above accompanying conditions and decides to consider referral

10

Indicate accompanying condition and GO TO 28

14b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist recommends medication

5

ii The pharmacist gives advice to the patient on lifestyle measures which the patient can take to have symptomatic relief such as drinking a lot of fluids in muscular spasms

5

GO TO 24

15 PRESENTING SYMPTOM IS MUSCULOSKELETAL DISORDER

Tick where applicable

i The pharmacist asks the patient about the origin of the pain

3

ii The pharmacist asks the patient whether he is experiencing stiffness, tenderness, swelling, numbness or tingling

3

iii The pharmacist asks the patient whether he has recently sustained any injury 2

iv The pharmacist asks the patient whether he experienced these symptoms previously 2

15a ASSESSING SYMPTOMS

Tick one

Presence of accompanying symptom

Yes No

back pain with bowel or bladder symptoms

sudden onset of pain in jaws, neck or arms

headache with back pain and muscle weakness

symptoms of fatigue, fever, general malaise

inability to move limbs

Other:

i The pharmacist does not detect any of the above accompanying symptoms and decides to proceed recommending appropriate action 10

ii The pharmacist detects one of the above accompanying symptoms and decides to consider referral 10

Indicate accompanying symptom and GO TO 28

15b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist gives advice to the patient on the symptomatic management of the condition 5

ii The pharmacist recommends a topical or systemic preparation containing an analgesic 5

GO TO 24

16 PRESENTING SYMPTOM IS EYE DISORDER

Tick where applicable

- i The pharmacist asks the patient whether his vision has been affected 3
- ii The pharmacist asks the patient whether his eyes are watering 1
- iii The pharmacist asks the patient whether the pain is within the eye or if the irritation or discomfort is on the surface 3
- iv The pharmacist asks the patient whether there has been any trauma to or around the eye 3

16a ASSESSING SYMPTOMS

Tick one

Presence of accompanying condition

Yes No

pain within the eye

visual disturbances (double vision, blurred vision)

hazy pupils

subconjunctival haemorrhage

patient is a newborn baby

patient is a diabetic

Other:

- i The pharmacist does not detect any of the above accompanying conditions and decides to proceed recommending appropriate action 10
- ii The pharmacist detects one of the above accompanying conditions and decides to consider referral 10

Indicate accompanying condition and GO TO 28

16b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist suggests symptomatic non drug treatment such as bathing the eye with warm water 5

ii The pharmacist recommends suitable medication 5

GO TO 24

17 PRESENTING SYMPTOM IS EAR DISORDER

Tick where applicable

i The pharmacist asks the patient whether his hearing is affected 3

ii The pharmacist asks the patient whether he is feeling dizzy 3

iii The pharmacist asks the patient whether he is hearing ringing or humming noises 2

iv The pharmacist asks the patient whether he has suffered from recent trauma or injury 2

17a ASSESSING SYMPTOMS

Tick one

Presence of accompanying symptom

Yes No

oedema in ear canal

perforated ear drum

otitis externa

pain

discharge

bleeding

Other:

i The pharmacist does not detect any of the above accompanying symptoms and decides to proceed recommending appropriate action 10

ii The pharmacist detects one of the above accompanying symptoms and decides to consider referral 10

Indicate accompanying symptom and GO TO 28

17b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist gives advice to the patient on ear hygiene such as cleaning and drying the canal and not using ear plugs in case of otitis externa 5

ii The pharmacist recommends appropriate medication 5

GO TO 24

18 PRESENTING SYMPTOM IS SKIN DISORDER

Tick where applicable

i The pharmacist asks the patient whether he has had any contact with persons suffering from a similar condition or chemicals that could have caused the lesion 5

ii The pharmacist asks the patient whether he can associate disorder with food intake or with medications 5

18a ASSESSING SYMPTOMS

Tick one

Presence of accompanying symptom

Yes No

rash with headache, fever and malaise

weeping, vesicular rash

psoriasis

scalp ringworm

drug eruptions

spider naevi

acne-like papules

rash which did not resolve after 1 week

individual lesions which are slow growing or

changing in shape or colour

severe pain without rash

painful rash

bleeding from skin lesion

yellow discolouration of the skin of the face

Other:

i The pharmacist does not detect any of the above accompanying symptoms and decides to proceed recommending appropriate action 10

ii The pharmacist detects one of the above accompanying symptoms and decides to consider referral 10

Indicate accompanying symptom and GO TO 28

18b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist gives advice on the symptomatic management of the condition e.g. cooling for pruritus; daily washing and thorough drying in tinea infection 5

ii The pharmacist recommends an appropriate medication according to the diagnosis

5

GO TO 24

19 PRESENTING SYMPTOM IS ITCHING AROUND THE VULVA

Tick where applicable

i The pharmacist asks the patient whether she can identify precisely the location of the discomfort

3

ii The pharmacist asks the patient whether she is experiencing any discharge

2

iii The pharmacist asks the patient whether she has suffered similar symptoms previously

2

iv The pharmacist asks the patient about recent sexual contact

2

v The pharmacist asks the patient about recent changes in intimate products

1

19a ASSESSING SYMPTOMS

Tick one

Presence of accompanying symptom

Yes No

rashes in genital area

offensive smelly discharge

blood stained discharge

vaginal blisters

recurrent with menstruation

no improvement after 1 week

with abdominal pain, fever, vomiting and diarrhoea

diabetic patient

Other:

i The pharmacist does not detect any of the above accompanying symptoms and decides to proceed recommending appropriate action 10

ii The pharmacist detects one of the above accompanying symptoms and decides to consider referral 10

Indicate accompanying symptom and GO TO 28

19b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist gives advice to the patient on measures that can be taken to reduce symptoms such as not wearing tight fitting trousers 5

ii The pharmacist gives an appropriate preparation such as an intravaginal imidazole 5

GO TO 24

20 PRESENTING SYMPTOM IS ITCHING AROUND ANUS

Tick where applicable

i The pharmacist asks the patient whether he can identify the precise location of the discomfort 3

ii The pharmacist asks the patient whether he has any blood in stools 3

iii The pharmacist asks the patient whether he experiences a burning sensation at night 2

iv The pharmacist asks the patient whether any external lumps can be felt (suggestive of haemorrhoids) 3

20a ASSESSING SYMPTOMS

Tick one

Presence of accompanying condition

Yes No

blood mixed in stools

recurrent attacks of pruritus

pain

Other:

i The pharmacist does not detect any of the above accompanying conditions and decides to proceed recommending appropriate action

10

ii The pharmacist detects one of the above accompanying symptoms and decides to consider referral

10

Indicate accompanying condition and GO TO 28

20b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist gives advice to the patient on anal hygienic practice

5

ii The pharmacist recommends a medication for threadworm infestation, or for haemorrhoids depending on the diagnosis

5

GO TO 24

21 PRESENTING SYMPTOM IS FOOT DISORDER

Tick where applicable

i The pharmacist asks the patient whether he is experiencing severe pain

3

ii The pharmacist asks the patient whether the condition is recurrent

4

iii The pharmacist asks the patient about any history of injury

3

21a ASSESSING SYMPTOMS

Tick one

Presence of accompanying condition

Yes No

bunion

fungal infection with toe nail involvement

gout

ingrowing toe nail

thrombosis

patient is a diabetic

Other:

i The pharmacist does not detect any of the above accompanying conditions and decides to proceed recommending appropriate action

10

ii The pharmacist detects one of the above accompanying conditions and decides to consider referral

10

Indicate accompanying condition and GO TO 28

21b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist gives advice to the patient on symptomatic measures such as epiderma-abrasion for corns and calluses

5

ii The pharmacist recommends an appropriate medication according to the diagnosis

5

GO TO 24

22 PRESENTING SYMPTOMS ARE ORAL AND DENTAL DISORDERS (excluding teething)

Tick where applicable

i The pharmacist asks the patient whether he has any teeth restored 5

ii The pharmacist asks the patient whether he recently had a dental intervention 5

22a ASSESSING SYMPTOMS

Tick one

Presence of accompanying symptom

Yes No

lost filling

dental abscess

toothache

post extraction haemorrhage

periodontal disease

gingivitis

mouth ulcers such as herpes

other:

i The pharmacist does not detect any of the above accompanying symptoms and decides to proceed recommending appropriate action 10

ii The pharmacist detects one of the above accompanying symptoms and decides to consider referral 10

Indicate accompanying symptom and GO TO 28

22b MANAGEMENT OF THE CONDITION

Tick where applicable

i The pharmacist gives advice to the patient on dental care

5

ii The pharmacist recommends a dental product or a suitable medication depending on the diagnosis

5

GO TO 24

23 GENERAL TOOL

KNOWLEDGE OF THE DISEASE

i The pharmacist is able to match the characteristics of likely diseases to the symptoms the patient complains of

5

ii The pharmacist is able to observe signs of disease which are not complained of by the patient (eg. Paleness of skin, shape of the rash or the spread of a pain from one site to a larger area of the body)

5

23a. DIAGNOSIS OF EXCLUSION

i The pharmacist excludes any potential serious condition

This is done by:

Screening the patient

3

Taking a history of the signs and symptoms presented by the patient

4

Use careful structured questioning to get the full picture of the condition

3

ii The pharmacist decides that the patient may be suffering from a more potentially serious condition or detects signs of abnormality and decides to consider referral

10

Indicate accompanying symptoms or signs of abnormality and GO TO 28

23b. TREATING THE SYMPTOMS

The pharmacist offers advice about the condition

5

The pharmacist recommends a product or a suitable medication according to the diagnosis

5

24 RECOMMENDATION OF A COURSE OF ACTION

Tick where applicable

i The pharmacist explains how to carry out home nursing and remedies only 10

The pharmacist supplies a non prescription medicine and gives details on

ii action of medicines supplied 2
iii manner in which it is taken 2
iv duration of treatment 2
v possible side effects, contra-indications and interactions 2
vi economic choice 2

25 FOLLOW UP

Tick where applicable

i The pharmacist provides information on the health condition 3

ii The pharmacist helps the patient to feel in control of, take responsibility for and manage the situation 2

iii The pharmacist informs the patient to come again or seek medical advice if symptoms persist 5

TOTAL SCORE

REMARKS

26 COLLABORATIVE EVIDENCE OF DIAGNOSIS OF SERIOUS/MINOR SYMPTOM

Tick where applicable

i The pharmacist investigates symptom(s) as described in definition sheet 03 5

ii The pharmacist documents in some form the presented symptom(s) 5

27 RECOMMENDATION OF COURSE OF ACTION

Tick one

i The pharmacist stresses to the patient the importance of seeking medical advice without delay 10

ii The pharmacist recognises deviations from normality, indicates that the symptom may be serious, and suggests the importance of seeking medical advice if such symptom(s) persists for more than 24 hours 8

iii The pharmacist recommends medication until the patient seeks medical attention 5

28 BEFORE REFERRING

Tick where applicable

i The pharmacist asks the patient whether he has a family doctor 6

ii The pharmacist gives advice on how home nursing should be administered and which actions should be avoided until medical advice is reached 4

29 REFERRAL

Tick one

i The pharmacist refers the patient to the patient's regular family doctor 10

ii The pharmacist offers to phone and make an appointment for the patient with a general practitioner 10

iii The pharmacist suggests a general practitioner and provides patient with his details (i.e. telephone number, clinic times) 8

30 PROVISION OF GENERAL ADVICE

Tick where applicable

i The pharmacist offers additional information on the symptom(s) presented 5

ii The pharmacist helps patient to feel in control of the situation 5

TOTAL SCORE

REMARKS