

Manual M-2, Clinical Affairs. Part VII, Pharmacy Service

**Chapter 12, Pharmacist-Conducted Patient Medication Counseling
(Paragraphs 12.01 through 12.06)**

This document includes:

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Department of
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Clinical Affairs

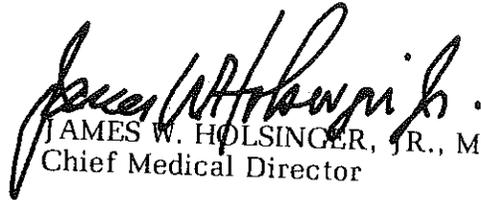
Pharmacy Service

M-2, Part VII
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Approved by VHA Handbook 1108.1 dated 5/16/97

RESCISSIONS

The following material is rescinded:

1. COMPLETE RESCISSIONS

a. Manuals

- M-2, Part VII, dated May 10, 1955, and changes 1 through 25.
- M-2, Part VII, dated December 5, 1977, and changes 1 through 8.
- M-2, Part VII, Chapter 1, dated March 28, 1991.
- M-2, Part VII, Chapter 2, dated March 28, 1991.
- M-2, Part VII, Chapter 3, dated March 28, 1991.
- M-2, Part VII, Chapter 3, dated January 19, 1994.
- M-2, Part VII, Chapter 4, dated March 28, 1991.
- M-2, Part VII, Chapter 4, dated May 4, 1995.
- M-2, Part VII, Chapter 5, dated March 28, 1991.
- M-2, Part VII, Chapter 5, dated July 8, 1993.
- M-2, Part VII, Chapter 7, dated March 28, 1991.
- M-2, Part VII, Chapter 9, dated March 28, 1991.
- M-2, Part VII, Chapter 10, dated March 28, 1991.

b. Interim Issues

- 10-75-2
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CHAPTER 12. PHARMACIST-CONDUCTED PATIENT MEDICATION COUNSELING

12.01 POLICY

Medication counseling is an essential component of pharmaceutical care. The Department of Veterans Affairs (VA) customer standards state that VA will ensure that patients understand the medications they take and the potential adverse effects of those medications.

12.02 SCOPE

The goal of medication counseling is to improve therapeutic outcomes by maximizing the proper use of medications. Minimally, patients will receive counseling on all discharge and new outpatient prescriptions.

12.03 COUNSELING STANDARDS

- a. The pharmacist will verify that patients (or their caregivers) understand the purpose, proper use, and expected outcome of their drug therapy. The content of pharmacist-conducted patient counseling must be adjusted to meet the patient's needs (reference American Society of Hospital Pharmacists Guidelines).
- b. Verbal counseling is the standard method of providing counseling on medications. Written materials, audiovisuals, and other adherence aids are essential tools to reinforce verbal counseling.
- c. VA medication counseling standards apply to prescriptions for patients receiving services directly from VA medical centers, outpatient clinics, and domiciliaries as well as through contracted pharmacy services.

12.04 DOCUMENTATION

- a. Documentation of medication counseling will be consistent with standards of the Joint Commission on the Accreditation of Health Care Organizations (JCAHO).
- b. In the case of patients being discharged, medication counseling will be documented in the patient's medical record. Documentation will indicate that the learning needs have been identified and addressed.
- c. Documentation software for the Decentralized Hospital Computer Program (DHCP) is currently under development to accommodate the documentation requirements for outpatient counseling. In the interim, the remarks section of the prescription can be edited to indicate that the patient received counseling and verified understanding. For the purposes of JCAHO, the entry may be a simple "yes/no" format. Local policy may specify more detailed documentation requirements. More extensive counseling must be documented on a progress note.

12.05 MANDATORY TRAINING

- a. **Initial Training.** Each Pharmacy Service will ensure that all pharmacists view two VA videotapes on medication counseling (Medication Counseling and Medication Counseling in Special Populations). Newly-hired pharmacists will view the videotapes upon their appointment.
- b. **Updating Counseling Skills.** Training updates will be considered for the following:

- (1) New drugs,

- (2) New devices for drug administration,
- (3) High-risk drugs as found by quality assessment and/or improvement program,
- (4) New patient populations, and
- (5) Patients with special counseling needs.

12.06 PATIENT EDUCATION COMMITTEES

Pharmacists will actively participate on the facility Patient Education Committee. Pharmacists will work collaboratively with other health care professionals to ensure that patients receive counseling on the indication, proper use, and expected outcomes of medications they are taking.

Department of Veterans Affairs
Veterans Health Administration
Washington, DC 20420

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October 5, 1994

1. Transmitted is a new chapter to the Department of Veterans Affairs, Veterans Health Administration Manual M-2, "Clinical Affairs," Part VII, "Pharmacy Service," Chapter 12, "Pharmacist-Conducted Patient Medication Counseling."

2. This chapter is being issued to provide the policy to assure patients receive adequate information about their medication.

3. Filing Instructions

Remove pages

iii through iv

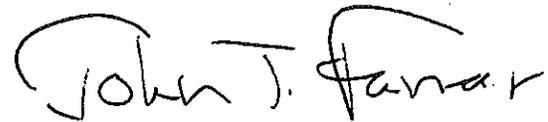
Insert pages

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4. RESCISSIONS: None



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Acting Under Secretary for Health

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