



# A Brief Survey of Utah Pharmacy Professionals' Attitudes toward Patient Counseling



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## Background

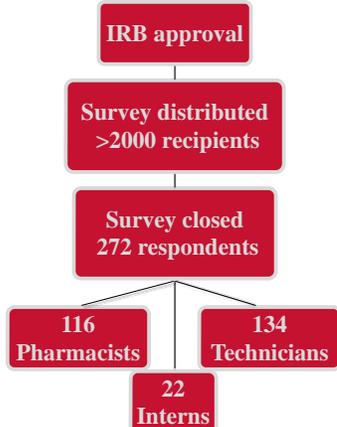
- Current literature demonstrates that patient counseling by pharmacists improves outcomes, decreases the risk for adverse drug reactions, and improves patient satisfaction.<sup>1,2,3</sup>
- OBRA '90 requires pharmacists to counsel patients
- Utah law is ambiguous on who must offer counseling (pharmacist, pharmacy intern or technician)
- Utah law is also unclear on when counseling shall be offered or actually performed

## Question

- What are pharmacy professionals' attitudes toward and knowledge of the requirements of patient counseling on prescription medications in Utah?

## Methods

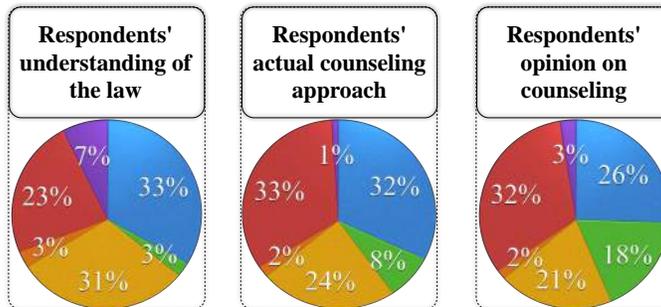
- Survey was developed using Qualtrics™ software.



- Questions assessed respondents' knowledge of and opinions on Utah pharmacy law.
- Current law states that, "Every pharmacy facility shall orally offer to counsel ... on each prescription..."<sup>14</sup>

## Results

- Tech offer on all Rx's
- RPh offer on all Rx's
- RPh on new Rx's and offer on refills
- RPh on all Rx's
- RPh on new Rx's
- Tech offer on new Rx's



## Conclusions

- Utah law regarding patient counseling is interpreted in a wide variety of ways.
- More pharmacists feel that counseling should be given by pharmacists than actually perform counseling

## References

1. Stange D. J Manag Care Pharm. 2013 Jun;19(5):396-407.
2. Schnipper JL. Arch Intern Med. 2006 Mar 13;166(5):565-71.
3. Al-Saffar N. Patient Educ Couns. 2008 Jul;72(1):94-101. doi: 10.1016/j.pec.2008.01.027. Epub 2008 Mar 11.
4. Utah code 58-17b-613.

# Background: Act and Rules

58-17b-613

(1) Every pharmacy **facility** shall orally offer to counsel a patient or a patient's agent in a personal face-to-face discussion with respect to each prescription drug dispensed

R156-17b-610. Operating Standards - Patient Counseling.

(5) Counseling shall be:

(a) **provided with each new prescription drug order, once yearly on maintenance medications**, and if the pharmacist deems appropriate with prescription drug refills;

(b) provided for any prescription drug order dispensed by the pharmacy on the request of the patient or patient's agent; and

(c) communicated verbally in person unless the patient or the patient's agent is not at the pharmacy or a specific communication barrier prohibits such verbal communication.

(6) Only a pharmacist or pharmacy intern may verbally provide drug information to a patient or patient's agent and answer questions concerning prescription drugs.

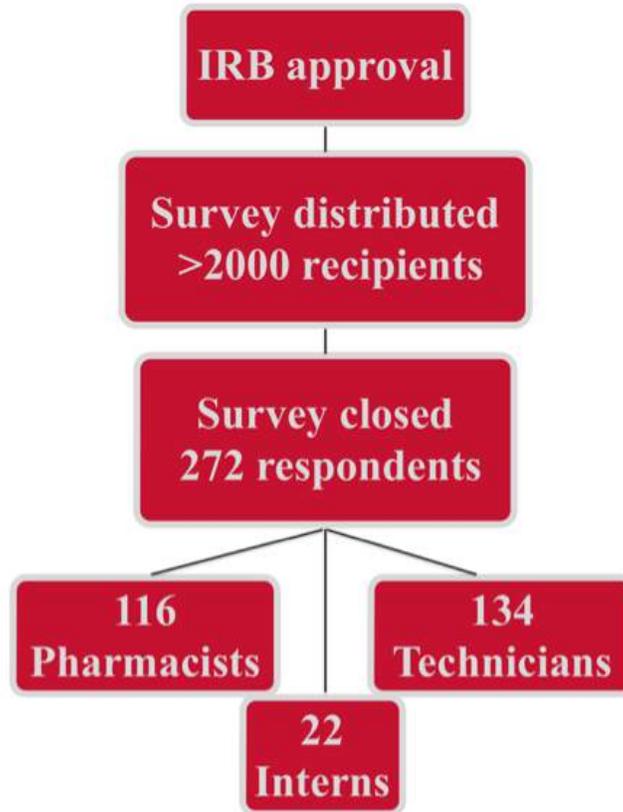


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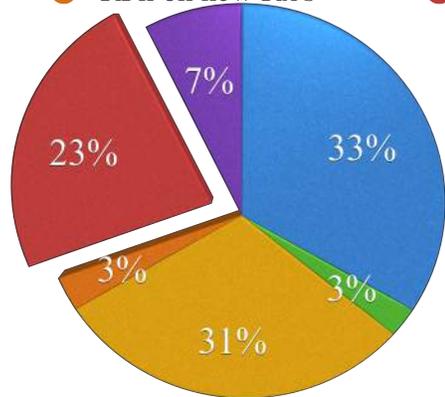


# Survey Design and Distribution



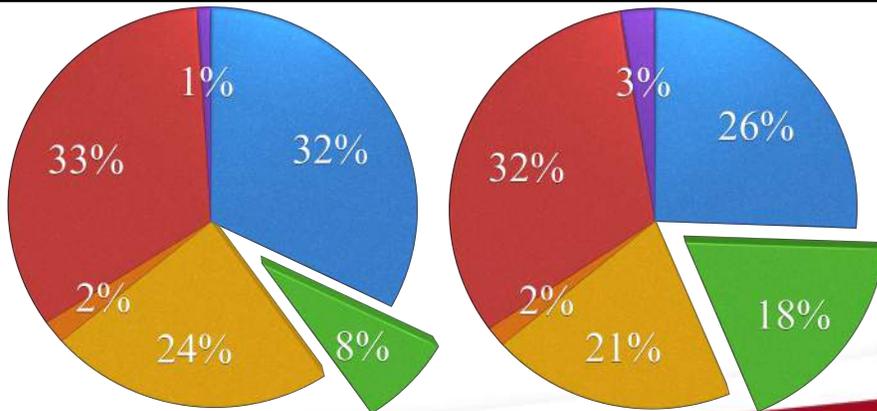
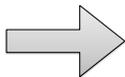
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- Tech offer on new Rx's

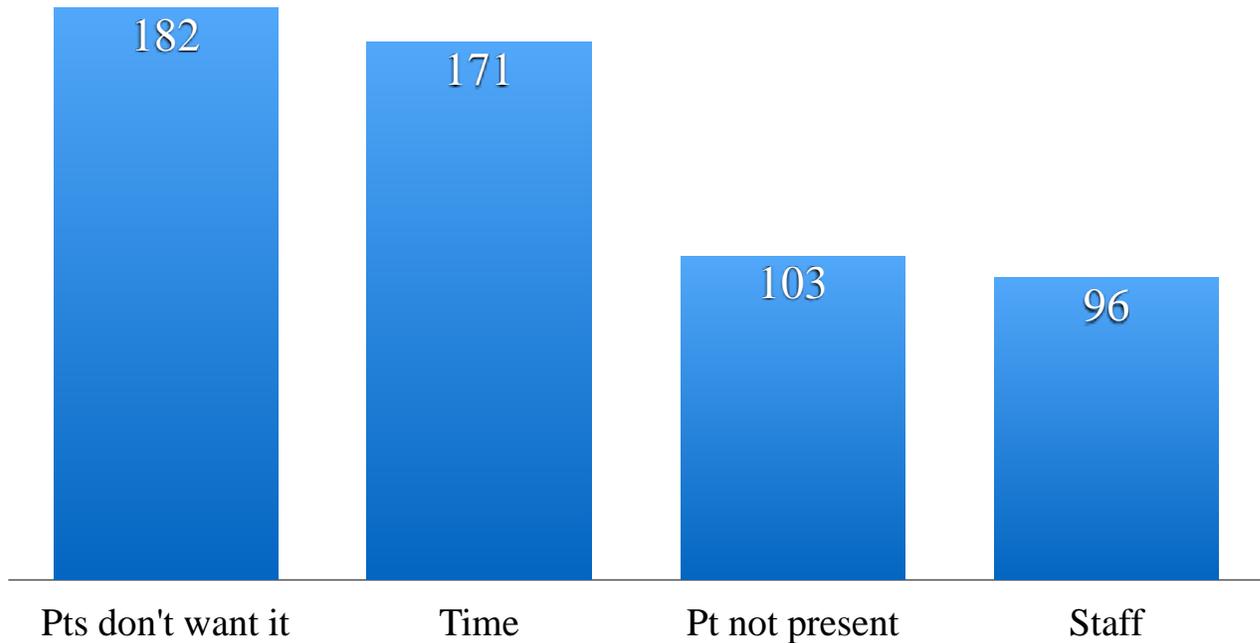


Respondent's knowledge of Utah pharmacy counseling law

Respondent's actual practice versus opinion on counseling



# Barriers to Counseling



# Conclusions

- Confusion surrounds the need for pharmacist counseling on prescription medications as required by law.
- Although pharmacists disagree on situations when counseling should be given, pharmacists do feel they should be giving counseling more often than they are currently giving.
- Pharmacists' top two barriers to counseling are the perception that patients don't want counseling and the lack of time.

