

What-Stop-Go protocol for providing Pharmacy Medicines and Pharmacist Only Medicines

WHAT Determine **WHAT** is wrong.
Assess the patient's current medicines and health status.

- Who** is the patient?
- How** long have symptoms been present?
- Actual** symptoms - what are they?
- Treatment** for this or any other condition?

STOP STOP and assess the situation.

- Symptoms** or side effects caused by other conditions and/or medicines?
- Totally** sure - any special patient needs or circumstances?
- Overuse/abuse** - how often has the patient been taking the medicine or self-treating the condition?
- Pharmacist Only** - always refer to the pharmacist. Check whether the patient would like to speak to the pharmacist.

GO Supply medicine **if appropriate** and provide advice.

- Ask the patient if they have any further questions.
- Would the patient like a CMI for the Pharmacist Only Medicine? Provide advice on how to use the medicine.



Refer to Pharmacist or Doctor
your pharmacy's protocols should indicate when to refer

CARER protocol for providing **Pharmacy Medicines** and **Pharmacist Only Medicines**

Your pharmacy's protocols should indicate when the pharmacy assistant must refer to the pharmacist .

C

CHECK

WHO is the patient?
WHAT are the symptoms?
WHAT has been tried?
HOW LONG have the symptoms been present?
Other MEDICATION?
Other CONDITIONS?

A

ASSESS

Diagnosis CLEAR?
Medication therapy MOST APPROPRIATE?
Possible INTERACTIONS?
TRAINED and CONFIDENT?

R

RESPOND

RECOMMEND appropriate therapy?
REFER if uncertain, OR
RECONSIDER if medication inappropriate

E

EXPLAIN

VERBAL directions
WRITTEN support
WHAT TO DO if not improved
REASONS for referral

R

RECORD

IF LEGALLY REQUIRED
Provide ONGOING CARE
If REFERRED
If MISUSE/ABUSE suspected