Worksheet # 7

OTC Consultation/Product Comparison

Learning Objectives

1. Obtain needed information from patients using the **QuEST/SCHOLAR** technique.
2. Determine appropriate therapy for the treatment of cough, cold and/or allergy.
3. Educate patients regarding medications for the treatment of the common cold.
4. Identify the different products within a class of Over-the-Counter (OTC) medications and alternative therapies.
5. Compare and contrast products within a class of OTC medications and alternative therapies and discuss advantages and disadvantages of each.

**Preceptor:** Discuss this activity with the student and please sign-off in E-value that it has been accurately completed.

Instructions: After shadowing your preceptor conducting an OTC consult, conduct your own OTC consult and assess a patient about the current complaint utilizing the QuEST/SCHOLAR technique.

**QuEST/SCHOLAR Technique**

**Step 1:**

**Qu**ickly and Accurately Assess the Patient

Ask about the current complaint using **SCHOLAR**

|  |  |
| --- | --- |
| **SCHOLAR questions** | **Patient response** |
| **S**ymptomsWhat are the main and associated symptoms |  |
| **C**haracteristicsWhat is the situation like? Is it stable or changing? |  |
| **H**istoryWhat have you done so far to relieve the symptoms? |  |
| **O**nsetWhen did the condition start? |  |
| **L**ocationWhat is the precise location of the problem or symptoms? |  |
| **A**ggravating FactorsWhat (if anything) makes it worse? |  |
| **R**emitting factorsWhat (if anything) makes it better? |  |
| Other pertinent questionsConcurrent medications and other products; Coexisting medical conditions |  |

**Step 2:**

After discussing the patient responses with your preceptor, document the following:

|  |  |
| --- | --- |
| Qu**EST Questions** | **Student Pharmacist Response** |
| **E**stablish whether the Patient is an Appropriate Self-Care Candidate* No severe symptoms
* No symptoms that persist or return repeatedly
* No self-treating to avoid medical care
 |  |
| **S**uggest Appropriate Strategies for Treatment* Medication (include name, dosage, duration of treatment)
* Alternative Treatments
* General care measures
 |  |
| **T**alk with The Patient * Review medication actions, administration, and adverse effects
* Explain what to expect from treatment
* Provide information about appropriate follow-up
 |  |

**Step 3:**

Call the patient in approximately 3 days to follow-up on your recommendation. Assess the following:

1. Efficacy – are the patient’s symptoms improving on the OTC product? Is the patient experiencing any new symptoms?

2. Safety (Adverse effects) – is the patient tolerating the OTC product?

3. Adherence – is the patient taking the OTC product as per instructions on the label? Does the patient need to be referred to their primary care provider?

**Product Comparison**

**Preceptor:** Discuss this activity with the student and please sign-off in E-value that it has been accurately completed.

Complete this table by going through the aisles in the pharmacy. Identify 1 product that has different active ingredients or a different combination of active ingredients.

 **OTC class #1: Cough/Cold/Allergy**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **OTC Product****(complete brand name)** | **Therapeutic Use** | **Active ingredients(s)** | **Common side effects (3)** | **Drug Interactions** | **Recommended time of usage before referral is necessary** |
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**Alternative Product #1: Osteoarthritis**

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| --- | --- | --- | --- | --- | --- |
| **OTC Product****Name** | **Therapeutic Use** | **Active ingredients(s)** | **Common side effects (3)** | **Drug Interactions** | **Recommended time of usage before referral is necessary** |
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