Student Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Evaluator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| **Patient Counseling Combined Oral Contraceptive (ethinyl estradiol/norgestimate) Sprintec® Grading Rubric - CONTENT** | **Points** |
| --- | --- |
| * **Student stated the name of the medication**
* Sprintec**®** [combined oral contraceptive or birth control pill containing an estrogen (ethinyl estradiol) and a progestin (norgestimate)]
 | \_\_\_\_\_/ 1 point |
| **IHS Question: What did your prescriber tell you the medication is for?** |  |
| * **Student verified understanding or appropriately described the indication(s) for the medication.**
* This medication is a birth control pill (or contraceptive) that prevents pregnancy, helps acne, and/or improves menstrual cycle irregularities.
* Student may say “"Some women take birth control pills to improve their menstrual cycle control, while others take them to prevent pregnancy. So that I can better inform you about the issues involving COCs, what is your primary goal for taking these pills?"
 | \_\_\_\_\_/ 2 points |
| **IHS Question:**  **How did your prescriber tell you to take the medication?** |  |
| * **Student assessed patient’s previous knowledge of starting oral contraceptives.**
* e.g., Have you ever taken birth control pills before? When will you be starting these pills? Have you chosen the back-up method that you will use when starting these pills?
* Student may say “"When did the doctor tell you to start taking the pill and what did he/she tell you about how to take it?"
* **Student verified understanding of or described dosing/duration of the prescribed product. (\* must verify dosing instructions from Rx label)**
* e.g., The instructions state to take one tablet daily.
 | \_\_\_\_\_/ 4 points2 pts. for each correct bullet. |
| * **Student explained the quantity dispensed and number of refills. (\* must verify quantity/refills from Rx label)**
* e.g., The prescription is for 1 pack with 3 refills.
* Each pack contains 21 active tablets and 8 inactive/placebo tablets.
 | \_\_\_\_\_/ 2 points |
| * **Student described and demonstrated administration/specific instructions for use of the medication**
* Review packaging of the oral contraceptive (including how days are labeled and how package works)
* Verify when patient is starting pill pack and method of back-up contraception (use x7 days if >5 days since period)
* Discusses importance of adherence and what to do if patient misses a dose
* Emergency contraception is available if doses were missed and intercourse occurred within the last 5 days
* Advise patient when she can expect to have her menstrual period
* Advise patient to alert pharmacist or doctor if/when starting a new medication
 | \_\_\_\_\_/ 6 points1 pt. for each correct bullet. |
| * **Student described storage and expiration of the product**
* Store oral contraceptives at room temperature
* Do not expose pills to extreme temperatures (e.g., car dashboard)
* Pills you are currently using is good until the expiration date at room temperature
 | \_\_\_\_\_/ 1 point0.5 pt. for each correct bullet, max 1 point. |
| **IHS Question:**  **What did your prescriber tell you to expect?** |  |
| * **Student verified understanding of or described goals or benefits of therapy**
* You will have enough hormone in your body within 7 days of taking active pills to prevent pregnancy.
* It may take several weeks to months to notice improvement in acne or menstrual cycle changes.
 | \_\_\_\_\_/ 2 points |
| * **Student described relevant adverse effects and/or precautions associated with the medication and non-pharmacologic management if pertinent.**
* Most common side effects are breakthrough bleeding, spotting, breast tenderness, and nausea.
* Advise that most mild side effects will usually subside within 3 months of taking the pills.
* Important for you to remain tobacco free to maintain low risk of cardiovascular complications.
* Oral contraceptive pills will not protect against sexually transmitted infections. If you are at risk for a STI, use a male or female condom every time you have sexual intercourse.
 | \_\_\_\_\_/ 4 points1 pt. for each correct bullet. |
| * **Student** **advised the patient of signs and symptoms that indicate the need for further medical attention**
* Contact your health provider if you have symptoms involving abdominal pain, chest pain, headache (severe), eye problems, or severe leg pain (ACHES).
* Contact your health provider if you develop severe mood swings or depression, become jaundiced (yellow-colored skin), miss your period during the placebo week, or have signs of pregnancy.
* Contact pharmacist or prescriber if any adverse effect becomes too bothersome or if you have any questions on how to use your contraceptive pill.
 | \_\_\_\_\_/ 3 points1 pt. for each correct bullet. |

**Comments:**

**TOTAL CONTENT POINTS: \_\_\_\_\_\_\_\_ out of 25 possible points**

Student Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Evaluator: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

|  |  |
| --- | --- |
| **Patient Counseling Combined Oral Contraceptive (ethinyl estradiol/norgestimate) Sprintec® Grading Rubric - COMMUNICATION** | **Achievement of outcome** |
| **Initiated communication** by introducing self, identifying self as pharmacy student, and describing the encounter (e.g., “I’d like to talk to you about how to use this product. Would that be okay?”) |  Performed (1)* Performed incompletely (0.5)
* Did not perform (0)
 |
| Asked **“What did your doctor tell you the medication was for?”** or similar open-ended question to assess understanding of drug indication  |  Performed (2) Did not perform (0) |
| Asked “**How did the doctor tell you to take this medication?”** or similar open-ended question to assess baseline understanding of appropriate use |  Performed (2) Did not perform (0) |
| Asked **“What did the doctor tell you to expect?”** or similar open-ended question to assess baseline understanding of expectations of therapy |  Performed (2) Did not perform (0) |
| **Verified patient understanding** by asking patient to state back at least one major point in a non-judgmental way (e.g., “To make sure I explained things clearly, show/tell me how you will…..e.g. start your pill pack, store your pill pack, manage a missed dose) and re-taught the missed information with a different approach or confirmed that patient had clear understanding. |  Performed (2) Performed incompletely or incorrectly (1)* Did not perform (0)
 |
| **Concluded the encounter** by asking if there was anything else patient would like to discuss or any further questions; invited patient to call if questions or concerns arise | * Performed (1)
* Performed incompletely (0.5)
* Did not perform (0)
 |
| **I feel confident about my ability to use this product safely and effectively.** | * Yes
* No
 |

|  |  |
| --- | --- |
| **Established a trusting relationship*** Actively listened to patient, was nonjudgmental, conveyed personal concern and desire to help, showed respect, built rapport
* Conveyed empathy and understanding for patient feelings and concerns, acknowledged and responded to patient feelings
 | * Most of the time (3)
* Some of the time (2)
* Rarely (1)
* Never (0)
 |
| **Used effective verbal & nonverbal communication*** Demonstrated appropriate professional nonverbal behaviors (eye contact, head nods, posture, body language, distance, absence of barriers, etc); wore appropriate attire
* Spoke loud enough; used appropriate pace and tone of voice; used correct pronunciation; did not use fillers (e.g., “uh,” “um”)
* Conveyed confidence; used label and packaging material appropriately to reinforce oral communication (i.e., did not read instructions verbatim off box)
 | * Most of the time (3)
* Some of the time (2)
* Rarely (1)
* Never (0)
 |
| **Elicited information from the patient*** Elicited patient questions, concerns, reasons for visit
* Used open-ended questions appropriately
* Clarified vague or incomplete patient responses; if non-adherence or misuse of medications is revealed, assessed reasons for non-adherence
* Avoided leading, loaded, double-barreled, or biased questions
 | * Most of the time (3)
* Some of the time (2)
* Rarely (1)
* Never (0)
 |
| **Provided patient-friendly education*** Used plain language a patient would likely understand, avoided medical jargon or defined necessary medical terms, provided clear instructions
* Emphasized key information with a rationale for importance
* Tailored education based onpatient’s baseline knowledge; did not repeat in detail what patient already knew
* Avoided overloading with information, was concise
 | * Most of the time (3)
* Some of the time (2)
* Rarely (1)
* Never (0)
 |
| **Organized the encounter*** Organized patient education in a logical manner; summarized periodically when appropriate
* Used time efficiently, maintained control and direction of encounter
 | * Most of the time (3)
* Some of the time (2)
* Rarely (1)
* Never (0)
 |

**Comments:**

**TOTAL COMMUNICATION POINTS: \_\_\_\_\_\_\_\_ out of 25 possible points**