CHAT, CHECK, AND CHART:

THE FIRST STEPS

USING CCC TO EXPAND PATIENT CARE IN YOUR PRACTICE AND ADHERE TO STANDARDS

The Chat, Check, and Chart (CCC) model is designed to help you expand patient care in your practice and adhere to the *Standards of Practice for Pharmacists and Pharmacy Technicians.* It can be applied when assessing the appropriateness of new and refill prescriptions, prescribing with or without additional prescribing authority, and performing medication reviews.

HOW DOES THE CCC MODEL FIT INTO YOUR WORKFLOW?

Ideally, pharmacists would perform Chat, Check, and Chart when a patient presents with a prescription or requests a renewal. By consulting with the patient, assessing the appropriateness of therapy, and resolving any potential drug therapy problems up front, the dispensing process will be more efficient. For prescriptions that are not dropped off in person, the pharmacist would perform Chat, Check, and Chart either at pick up or over the phone.

How you fit the CCC model into your workflow will be based on your staffing, pharmacy's physical layout, and patient expectations. For example, if you have a regulated pharmacy technician on your team, the pharmacist could perform CCC up front and subsequently, the technician could perform the technical aspects of the prescription, conduct the final check for accuracy, and then safely release the prescription to the patient.

HOW WILL YOU GET STARTED?

As a first step, it may be helpful to start small and only focus on:

- Prescription adaptations,
- New prescriptions,
- Receptive patients, and/or
- An area that is of interest to you (e.g., diabetes or asthma).

Alternatively, you may want to select specific times to implement CCC, such as:

- When it's slow or there is overlap, and/or
- At the beginning of your shift.

The important thing is to *just start*.

Pharmacists who have integrated this model into their practice have told us it helps to have their entire pharmacy team ready and willing to improve their patient care process. As a team, discuss how you will implement CCC into your practice, set goals, and commit to a start date.

💡 TIPS

- **Give realistic wait times**. If asked about the wait time, explain the need for clinical assessment.
- **Ask patients** when they would like to pick up the prescription; you may be surprised.
- **Start small!**

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**DOCUMENT HOW AND WHEN YOUR PHARMACY TEAM
WILL IMPLEMENT CCC INTO PRACTICE:**

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