


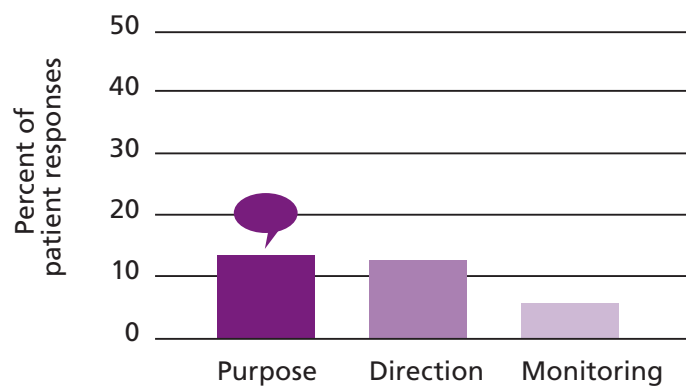


Chat 
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Chat about new medications

The Three Prime Questions help you gather information for your assessment and tailor your interaction with the patient

Patients giving new information when asked the Three Prime Questions for a new prescription

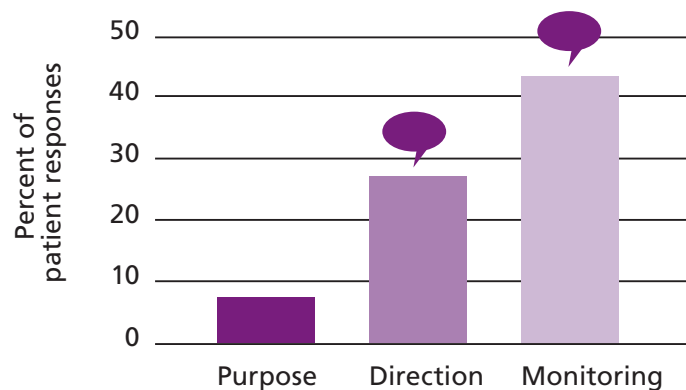


Key point

When asked what their medication was for, 1 in 7 patients described an indication that was different from what the pharmacist had expected.

"I had a senior that came in, and she started taking oxybutynin, and then I just assumed it was for bladder but went through the three questions. It turns out it was because of saliva production."

Patients who could not answer the Three Prime Questions for a new prescription






Key point

Pharmacists were able to determine what their patients did and did not know about their medications, allowing them to adapt their process to suit the patients' needs.

"I was able to tailor my counselling to [my patient's] case rather than just giving general information."

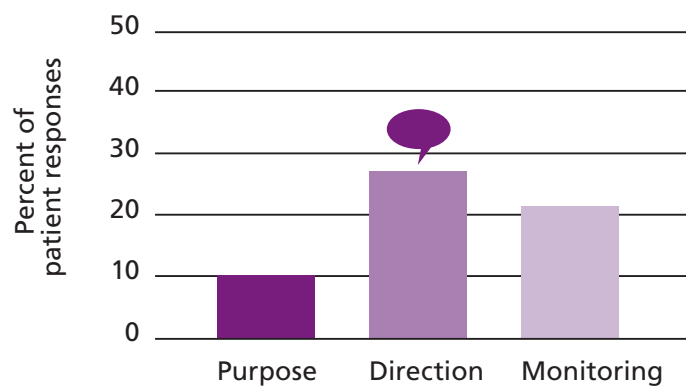
Pharmacist quotes and data adapted from:
 Guirguis, LM. "Mixed methods evaluation: pharmacists' experiences and beliefs toward an interactive communication to patient interactions." *Patient Education and Counseling* 83.3 (2011): 432-44.

Chat 
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Chat about refill medications

The Three Prime Questions help you find out how your patients are actually doing on their medications

Patients giving new information when asked the Three Prime Questions for refills

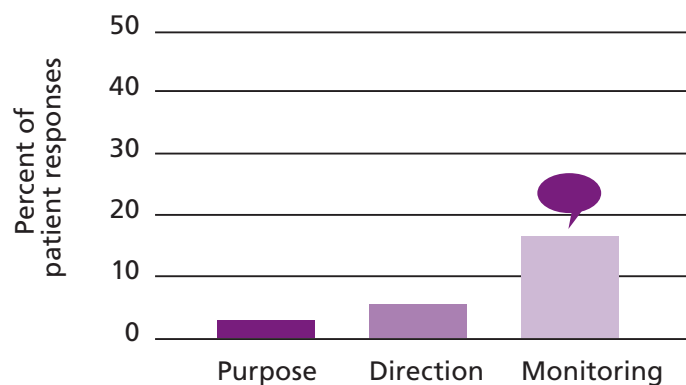


Key point

1 in 4 patients were using their medications in a different way than the pharmacist expected.

"The doctor thinks he's taking two twice a day when really he's only taking one and that comes into problems when you're being admitted to a hospital."

Patients who could not answer the Three Prime Questions for refills



Key point

1 in 5 patients did not know what side effects or benefits to expect from their medications.

"In the last two weeks we've had two patients who have [...] developed colitis. [...] We said, 'did he tell you anything to expect?' and they said, 'No.' And we said, 'Well a little diarrhea's okay, but a lot of diarrhea isn't,' and they went to the hospital."

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