### Form and maintain professional relationship with patient

- The pharmacist identified the patient's expectations and goals of therapy (Std. 2.1(b)).
- The pharmacist took reasonable steps to provide the patient (and/or patient's agent) with enough information to participate in the decision-making process or made it clear why this was not appropriate (Std.11.12(d)).

### Patient assessment

- The pharmacist gathered sufficient information about the patient to allow the pharmacist to work with the patient to optimize the patient's health and drug therapy (Std. 3.1, 3.4, 3.5).
- The pharmacist considered appropriate information to assess the patient's signs and symptoms (Std. 3.1(a), 14.3).
- The actual and/or potential drug therapy problems were prioritized appropriately by the pharmacist (Std. 4.2).
- The pharmacist considered appropriate options to respond to drug therapy problems (Std. 5.1, 5.3).

### Develop care plan and follow-up

- The pharmacist took appropriate action to address actual or potential drug therapy problem(s) as identified (Std. 5.1, 5.3).
- The pharmacist's follow-up plan identified parameters to be monitored (Std. 14.8(a)).
- The pharmacist's follow-up plan identified appropriate timeframes (Std. 14.8(a)).
- The pharmacist's follow-up plan identified expected outcomes (Std. 14.8(a)).
- The pharmacist's care plan identified who will be responsible for the monitoring (Std. 14.8, 14.9).
- The follow-up plan was implemented (Std. 14.8(b), 14.9).

### Collaboration

- The pharmacist identified or has taken reasonable steps to identify other health professionals who are providing care to the patient (Std. 14.4(a), 3.5(c), 1.4(e)).
- The pharmacist obtained diagnostic and other relevant health information from other health professionals with the aim of determining mutual goals of therapy (Std. 14.5, 14.6, 14.7, 1.4(d-e)).
- The pharmacist communicated required information to the health professionals whose care of the patient may be affected by their recommendations/decisions (Std. 1.4(c), 11.13, 14.4(b), 14.10).
- The pharmacist appropriately involved other health professionals in the care of the patient (Std. 1.7 (d-e), 5.3(e), 14.5).
<table>
<thead>
<tr>
<th>Documentation</th>
<th>The pharmacist documented information provided by the patient and other reliable sources in the patient record (Std. Appendix A).</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>The drug therapy problems (actual and/or potential) identified by the pharmacist were documented in the patient record (Std. 18.2, 18.3(c), Appendix A).</td>
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<td>The pharmacist’s care plan was documented in the patient record (Std. 18.2, 18.3(c) Appendix A).</td>
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<td>The pharmacist documented the rationale for their recommendations/decisions in the patient record (Std. 11.13(c), 11.15(a), Appendix A).</td>
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<td>The pharmacist's documentation in the patient record was adequate to facilitate ongoing care (Std. 18.7, Appendix A).</td>
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<tr>
<td>Judgement</td>
<td>The pharmacist responded appropriately based on the results of the monitoring plan (Std. 14.8).</td>
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<td>The pharmacist based recommendations/decision on evidence and/or best practices (Std. 6.2(a), 11.10).</td>
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