

# Behaviours that matter

Person-centred care in pharmacy practice

## Talk to the person, not the patient

Introduce yourself by sharing your name, role, and how you can help.

## Look beyond the prescription

Ask open-ended questions to encourage the patient to share relevant health information, including expectations, needs, and goals.

## Make it make sense

Use your professional judgement, and consider the patient's preferences, values, and beliefs, then apply an evidence-informed process to explore solutions.

## Follow through, follow up

Establish a monitoring and follow-up plan that defines **who** will conduct the follow-up, **what** expected outcomes are to be evaluated, and **when** this will occur.

## Share the story

Document the plan so that you can communicate relevant information to everyone in the patient's circle of care.

## Talk to the person, not the patient

- Demonstrate professionalism by greeting each person warmly and respectfully.
- Communicate in a clear and respectful manner, actively listen, and be aware of your non-verbal cues.
- Demonstrate empathy and recognize the diversity of individuals.

## Look beyond the prescription

- Find out what matters to the patient and determine why they are seeking services.
- Confirm the indication of the patient's drug therapy to support your assessment.
- Consider the information that needs to be collected and the sources from which you will collect it.

## Make it make sense

- Confirm treatments are indicated, effective, and safe; can be adhered to; and align with the patient's preferences, values, and beliefs.
- Critically appraise evidence-based resources relevant to the patient's health needs.
- When necessary, refer patients to other health professionals or support resources.
- Practice within your level of competence, confidence, and authorized scope of practice.

## Follow through, follow up

- Consider monitoring parameters for appropriate patient follow-up.
- Reassess the patient to confirm the goals of therapy are being met.
- Update the monitoring and follow-up plan to reflect the patient's response to treatment and health goals.

## Share the story

- Document the care, including decisions, resources consulted, rationale, and results.
- Communicate within the pharmacy team using a standardized documentation approach.
- Support the patient and their circle of care by sharing timely, clear documentation.