PRACTICAL PSYCHOLOGY IN HEALTHCARE AND COMMUNICATION (BP-108P)

PRACTICAL RECORD: PATIENT COUNSELLING SIMULATION

Experiment 01

1. Object

To design, simulate, and perform a structured patient counselling session for a patient with a chronic lifestyle condition (Type 2 Diabetes Mellitus).

2. Reference: Chatur Vibhavari M, Walode Sanjay G., Koulgikar Rhea S., A Practical Book of Healthcare Psychology and Communication Skills, Published by Nirali Prakashan, Page No. 1-4

3. Requirements

1. Mock Pharmacy Counselling Corner, Pharmacist name badge, lab coat, and privacy screen/desk.
2. Prescription slip / patient case sheet.
3. Metformin Hydrochloride tablets (500 mg) blister pack / placebo.
4. Glucometer, test strips, and lancets (for demonstration purposes).
5. Patient information leaflet (PIL) / educational pamphlet on diabetes management.
6. Student Pharmacist (Counsellor).
7. Standardized Patient (Peer acting as a 52-year-old newly diagnosed Type 2 diabetic patient).
8. Observer / Evaluator (Faculty or peer assessor).

4. Theory

Patient counselling is a vital professional responsibility of a clinical and community pharmacist. Chronic conditions like Type 2 Diabetes Mellitus require lifelong pharmacotherapy and significant lifestyle modifications.

The GATHER Approach: A standard protocol used during counselling:

- Greet the patient and establish rapport.
- Assess the patient's baseline knowledge and concerns.
- Tell/Provide accurate medication information (dosage, timing, mechanism).
- Help identify lifestyle barriers and management solutions.
- Explain side effects, safety precautions, and red flags.
- Return and schedule follow-up appointments.

Adherence & Safety: Metformin is the first-line oral hypoglycemic agent. Proper timing (with or immediately after meals) minimizes common gastrointestinal side effects (nausea, mild diarrhea). Teach-back verification ensures the patient comprehends the regimen correctly.

5. Procedure

9. Rapport Building: Greet the patient, introduce yourself, and obtain consent for counselling.
10. Assess Patient Knowledge: Ask questions to assess the patient's understanding of the prescribed medicine.
11. Medication Information: Explain the dose of Metformin 500 mg (one tablet twice daily with breakfast and dinner).
12. Side Effects & Precautions: Explain possible stomach upset and precautions for hypoglycemia.

13. Lifestyle Modification: Advise daily walking for 20–30 minutes and reducing sugar intake.
14. Teach-Back Method: Ask the patient to repeat the medication instructions to confirm understanding.

6. Evaluation (Rubric Checklist)

Evaluation Parameter	Max Marks	Status / Score
Professional Conduct & Setup (Lab coat, desk arrangement, greeting)	2	
Assessment & Prime Questioning (Checking baseline knowledge)	2	
Drug Information & Posology (Dose, frequency, meal timing)	3	
Side Effect Counselling & Safety (GI tolerance, hypoglycemia awareness)	3	
Lifestyle Guidance (Diet, exercise recommendations)	2	
Communication & Empathy (Active listening, plain language, tone)	4	
Teach-Back Verification (Confirming patient comprehension)	4	
Total Score	**20**	**/ 20**

7. Result

Example: The patient counseling simulation for Type 2 Diabetes Mellitus was successfully performed. The student pharmacist effectively demonstrated clinical communication skills, delivered accurate medication guidelines for Metformin, managed patient anxiety, and verified comprehension using the teach-back method.