



## Ohio Administrative Code Rule 4729:5-5-09 Patient counseling.

Effective: December 1, 2020

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(A) A pharmacist or the pharmacist's designee shall verbally offer to provide the service of counseling pursuant to paragraph (B) of this rule to a patient or caregiver whenever any prescription, new or refill, is dispensed. A pharmacist or pharmacy intern under the personal supervision of a pharmacist shall not be required to counsel a patient or caregiver when the patient or caregiver refuses the offer of counseling or does not respond to the written offer to counsel. If the patient or caregiver is not physically present, the offer to counsel shall be made by telephone or in writing on a separate document accompanying the dispensed drug or incorporated as part of documentation, in a conspicuous manner, that is included with the dispensed drug. A written offer to counsel shall include the hours a pharmacist is available and a telephone number where a pharmacist may be reached. The telephone service must be available at no cost to the pharmacy's primary patient population.

(B) In the event a patient or caregiver accepts an offer to counsel or requests counseling, a pharmacist, or a pharmacy intern under the personal supervision of a pharmacist, shall counsel the patient or caregiver. Such counseling may include, but is not limited to, the following:

- (1) The name and description of the drug;
- (2) The dosage form, dose, strength, frequency, route of administration, and duration of drug therapy;
- (3) The intended use of the drug and the expected action;
- (4) Special directions and precautions for preparation, administration, handling, storage, disposal, and use by the patient;
- (5) Common adverse effects or interactions and therapeutic contraindications that may occur, including possible methods to avoid them, and the action required if they occur;



- (6) Techniques for self-monitoring drug therapy;
  - (7) Proper storage and disposal;
  - (8) Prescription refill information;
  - (9) Action to be taken in the event of a missed dose; and
  - (10) The pharmacist's comments relevant to the patient's drug therapy, including other necessary information unique to the patient or drug.
- (C) Other forms of information may be used when appropriate to supplement the counseling by the pharmacist or intern. Examples of forms that may be used include, but are not limited to, drug product information leaflets, pictograph labels, and video programs.
- (D) Notwithstanding any other rule of agency 4729 of the Administrative Code, "personal supervision," as used in paragraph (B) of this rule, means that a pharmacist is on the premises at all times and is aware of all counseling activities performed by the pharmacy intern. A pharmacist who has accepted responsibility for the supervision and training of a pharmacy intern is responsible for all acts performed by the pharmacy intern working under the pharmacist's supervision.