

PEBC PHARMACY TECHNICIAN QUALIFYING EXAMINATION – PART II (OSPE)

VIDEO STATION #1

Interactive Station (with a Standardized Patient) involving nonprescription medication

TITLE: Travellers' Diarrhea

OBJECTIVES

- To identify a potential drug allergy and refer patient to pharmacist to discuss therapy.
- To answer a patient's questions about a non-prescription medication and other options to treat travellers' diarrhea.

COMPETENCIES TESTED

Competency #2 *Patient Care*

Unit

2.1 Develop a professional relationship with the patient.

Competency #6 *Knowledge and Research Application*

Unit

6.1 Respond to questions that do not require pharmacist referral using appropriate strategies.

Competency #7 *Communication and Education*

Unit

7.1 Establish and maintain effective communication skills.

Competency #8 *Intra- and Inter- Professional Collaboration*

Unit

8.4 Accept referrals from and make referrals to the pharmacist.

CANDIDATE'S INSTRUCTIONS

You are a pharmacy technician working in a community pharmacy. A patient will come in to ask your advice about medication for travellers' diarrhea. The patient is leaving tomorrow for a tropical vacation.

Assist the situation and respond as you would in practice.

Time Frame: You have 6 minutes to complete this station.

SCENARIO DESCRIPTION

A young man is busy with last minute preparations for a vacation at a coastal resort in Jamaica, where he plans to enjoy the beach and take some tours. The day before leaving, he goes to his regular pharmacy to ask about some non-prescription medication to treat travellers' diarrhea. He was advised by his travel partner, who has visited Jamaica before, that there is a high risk of getting travellers' diarrhea.

Patient: Standardized Patient - Daniel Kletchko, male, 22 years old

Patient Information (no patient record – patient gives this information on request):

Patient Name: Daniel Kletchko

Age: 22 years old

Allergies: Acetylsalicylic acid (ASA, Aspirin) – hives and shortness of breath

Current Medications: None

Other information (to be given on request):

Social/lifestyle:

- Non-smoker.
- Moderate drinker – 3 or 4 drinks per week.

History:

- Your skin burns quite easily when out in the sun.
- You have purchased a good sunscreen and a sun hat.
- When you took Aspirin (ASA), you broke out in hives and experienced shortness of breath.
- It happened when you were 9-10 years old.
- You have never had allergy tests because you have not reacted to anything else or experienced these symptoms since then.
- You have a MedicAlert bracelet (for your ASA allergy) – you don't always wear it.
- You try not to take medications unnecessarily – you use pressure points and drink water when you get a headache.
- You have never travelled outside of Canada and the United States before.
- You are going to a Jamaican beach resort for a week.
- Your travel partner told you to get something to treat travellers' diarrhea in case you get it, because it happens quite commonly in Jamaica.
- Another friend gave you her unused Pepto Bismol, which she took along with her on a cruise, and suggested you might be able to use it.
- You want to be sure it's good for travellers' diarrhea, so you have come to the pharmacy to get some information.

STANDARDIZED PATIENT INSTRUCTIONS

Patient's Opening Line:

"Hi...I'm leaving tomorrow morning for a vacation in Jamaica. I'd like to take something along in case I get travellers' diarrhea. My friend gave me a bottle of Pepto Bismol tablets. Would that be the best choice for me?"

- a) If the candidate says to avoid taking Pepto Bismol but does not explain why, you must ask:

"Why is Pepto Bismol not a good choice?"

- b) If the candidate only refers you to the pharmacist, without identifying other options, you must ask:

"What else do you have for travellers' diarrhea?"

- c) If the candidate does not discuss non-drug measures to treat travellers' diarrhea, you must ask:

"Is there anything else I should do?"

- d) **By the 4 1/2-minute mark**, if candidate has not answered your opening question about Pepto Bismol and/or simply recommends something else, you must say:

"I was just wondering if Pepto Bismol would be okay (instead of buying something else)."

Closing Line: *"Thank you."*

RE-DIRECTING PROMPT:

- 1) *If the candidate suggests getting a prescription medication or going to the doctor (or walk-in clinic) for a prescription medication (e.g. Dukoral, antibiotic), you must say:*

"I won't have time to go to a doctor (walk-in clinic) before I leave."

STATION MATERIALS

Nonprescription Medications (labelled bottles or cartons, with or without contents):

Kaopectate tablets
Imodium tablets or caplets
Pepto Bismol tablets

SCORING CANDIDATES' PERFORMANCE

OUTCOME RATING GUIDELINES:

Problem Solved (full solution) if candidate:

- ★ Determines ASA allergy.
- ★ Advises not to take Pepto Bismol.
- ★ Explains why.
- ★ Refers to the pharmacist: to discuss therapy.
- ★ Identifies other options.

Solved/Marginal if candidate:

- ★ Determines ASA allergy.
- ★ Advises not to take Pepto Bismol, BUT does NOT explain why.
- ★ Refers to the pharmacist to discuss therapy, BUT less thoroughly (does NOT mention other options).
- ★ Identifies other options, BUT less thoroughly.

Uncertain if candidate:

- ★ Determines ASA allergy.
- ★ Refers to pharmacist to discuss therapy OR identifies other options, NOT BOTH.

Unsolved if any of the following apply:

- ★ Does NOT determine ASA allergy.
- ★ Agrees that Pepto Bismol can be taken.
- ★ Simply refers patient to a pharmacist or doctor (without determining ASA allergy or answering patient's questions).

CHECKLIST

Identify a potential drug allergy and refer patient to the pharmacist to discuss therapy

Unique Response (if any):

- 1. Asks about other medications, medical conditions.
- ★ 2. Determines/confirms ASA allergy.
- ★ 3. Advises not to take Pepto Bismol.
- ★ 4. Explains why:
 - contains a salicylate / ASA-like substance
 - may also cause an allergic reaction (as occurred previously with ASA)
- ★ 7. Refers to pharmacist to discuss therapy:
 - to determine which product is best
 - to discuss other options such as Dukoral, prescription options/antibiotics

Answer a patient's questions about a non-prescription medication and other options to treat travellers' diarrhea

- ★ 5. Identifies other options :
 - a product without ASA/salicylate (Imodium, Kaopectate)
 - non-drug measures to treat travellers' diarrhea (increased fluids, electrolyte beverages such as Gatorade, etc.).
- 6. Indicates appropriate dosing, as printed on package (for Imodium or Kaopectate).
- 8. Suggests non-drug measures to prevent diarrhea (e.g. treated water/ice, cooked/peeled/washed fruits and vegetables).
- 9. Recommends immediate medical attention for severe diarrhea (prolonged, or with fever, blood in stool, abdominal pain, persistent vomiting).
- 10. Discusses wearing a MedicAlert bracelet/ tag with (ASA) allergy information.
- 11. *Simply refers patient to a pharmacist or doctor (without determining ASA allergy or answering patient's questions). (unsolved)*
- 12. *Agrees that Pepto Bismol can be taken. (unsolved)*

COMMENT (if rating less than Acceptable/Marginal or Solved/Marginal) : use back of sheet if needed

Communications

- Acceptable
- Acceptable/Marginal
- Unacceptable/Marginal
- Unacceptable

Outcome

- Problem Solved
- Solved/Marginal
- Uncertain
- Unsolved

Performance

- Acceptable
- Acceptable/Marginal
- Unacceptable/Marginal
- Unacceptable

Misinformation

Risk

NOTES:

This scenario is designed to assess the pharmacy technician's ability to:

- Determine if a referral to a pharmacist or other health care professional is necessary by gathering information and identifying potential problems and
- Provide basic information about non-prescription medications and non-drug measures.

In responding to this patient's questions, the pharmacy technician would determine, by asking the patient, that the patient is allergic to ASA. The pharmacy technician would also ask about current medical conditions and medications, collaboratively sharing this information with the pharmacist when referring the patient to the pharmacist. The pharmacy technician would also check the ingredients in the available nonprescription medications for travellers' diarrhea, note that it contains a salicylate (similar to ASA) and inform the patient:

- Pepto Bismol has a salicylate / ASA-like component, so the patient should not take it
- Imodium and Kaopectate do not contain ASA / salicylate (and would not provoke the ASA allergy reaction)
- About non-drug measures to prevent travellers' diarrhea
- About the need to drink plenty of bottled water if travellers' diarrhea occurs.

The pharmacy technician may also provide basic information about the other available nonprescription medications, such as differences in ingredients and usual dosage (as may be noted on the package label or package insert).

In this scenario, it is important to refer the patient to the pharmacist after determining that the patient is allergic to ASA, to recommend the most appropriate drug producer.

The pharmacist would recommend appropriate therapy, including which of the products available in the station (Imodium or Kaopectate) would be most effective and other options that would require a prescription (e.g., antibiotics).