

PEBC PHARMACY TECHNICIAN QUALIFYING EXAMINATION – PART II (OSPE)

VIDEO STATION # 2

Interactive Station (with a Standardized Client)

TITLE : Confidential Information Request

OBJECTIVES

- To apply legal / ethical principles regarding patient confidentiality.
- To explain confidentiality requirements and how to comply with them to obtain the information.

COMPETENCIES TESTED

Competency #1 *Ethical, Legal, and Professional Responsibilities*

Unit

1.1 Practise within legal requirements.

Unit

1.2 Uphold ethical principles.

Unit

1.4 Apply principles of professionalism.

Competency #7 *Communication and Education*

Unit

7.1 Establish and maintain effective communication skills.

CANDIDATE'S INSTRUCTIONS

You are a pharmacy technician working in a community pharmacy. A plain-clothes police officer will come in to obtain some information. Assume that the police officer has already shown you proof of his identity.

Assess the situation and respond as you would in practice.

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

SCENARIO DESCRIPTION

A detective is seeking medical information on a man (Jack Campbell) whom he arrested today. The man has been charged with assault and will be going to court for a bail hearing tomorrow. He claims that he has a kidney ailment which is treated using a drug that causes him to be violent. He gets his prescriptions filled in the candidate's pharmacy and the detective wants to know what he takes and if it could make him violent, as he claims.

Client: Standardized Client - Detective Glen Wilson

Patient Record Information:

Patient Name: Jack Campbell
Gender: Male
Age: 44 years old
Allergies: None known
Medical History: Renal failure
Medications: Prednisone 30 mg daily

Other Information (to be given by the Standardized Client on request):

- The detective is investigating a violent physical assault.
- The accused, Jack Campbell, assaulted a woman at a bus stop.
- The victim is pressing charges.
- The accused has a long history of violence.
- The accused states he has a kidney ailment and he couldn't help himself due to his medication.
- The detective needs to know what medications the accused is on, and if any of the medications he is on could make him violent.
- The case is going to a bail hearing tomorrow.
- The detective does not have a court order to obtain information from the pharmacy, nor has he obtained Jack Campbell's authorization for the pharmacy technician to release the information.

STANDARDIZED CLIENT INSTRUCTIONS

Client's Opening Line:

"Hi, I'm Detective Wilson. We arrested a man today. He says he is a customer of yours and I'd like some information about the medications he is taking."

- a) If candidate asks the officer to sit down, the officer must say:

"I don't have time" and give the next prompt.

- b) If the candidate refuses to provide any information, the officer must ask for it three more times, each time a little more insistently, as follows:

"His name is Jack Campbell. Could you look it up?"

"I need to know what he's on because he's been arrested for assault and the case is going to a bail hearing tomorrow!"

"The guy says it's his medications that make him violent, he's got a long history – I need to know if his claim is true."

- c) If the candidate suggests contacting the doctor or obtaining the patient's authorization, the officer must say:

"Look, the case is going to a bail hearing tomorrow, and there isn't enough time to go through that. I need the information today."

- d) If the candidate refuses but does not explain why they can't give the information, the officer must ask:

"So why can't you give me the information?"

- e) If the candidate agrees to provide the information but only after the Standardized Client obtains authorization (from the court or from the patient) the officer must say:

"I'll get the documentation / information for you as soon as I can, but I really need the information right now."

- g) **By the 4 ½-minute mark**, if the candidate has neither provided for information nor told you that the information is confidential (cannot be provided without Jack Campbell's consent), you must ask:

"Will you tell me what medication Jack Campbell takes?"

STATION MATERIALS

Patient record

SCORING CANDIDATES' PERFORMANCE

OUTCOME RATING GUIDELINES:

Problem solved (full solution) *if candidate:*

- ★ Refuses to give or confirm any drug information.
- ★ Explains why information cannot be given.
- ★ Explains how information may be obtained legally.

Solved/Marginal *if candidate:*

- ★ Refuses to give or confirm any drug information.
- ★ Explains why information cannot be given OR explains how information can be obtained legally, NOT BOTH.

Uncertain *if candidate:*

- ★ Refuses to give or confirm any drug information.
- ★ Does NOT explain why information cannot be given AND does not explain how information can be obtained legally, MISSES BOTH.
- ★ Suggests inappropriate options / explanation (e.g. obtain patient's verbal consent, call the doctor, etc.).

Unsolved *if any of the following apply:*

- ★ Provides some or all drug information OR confirms drug information mentioned by the detective.

NOTE:

- Because the detective already knows that the patient is a customer of the pharmacy (see 'Opening Line'), the candidate may indicate or confirm that the patient is a customer of that pharmacy without any penalty in scoring.
- The communication challenge in this station is to remain professional and assertive, not become confrontational or submissive.

CHECKLIST

Applies legal / ethical principles regarding patient confidentiality.

Unique Response (if any):

- ★ 1. Refuses to give or confirm any drug information (name, purpose or side effects of drug).

Explains confidentiality requirements and how to comply with them to obtain information.

- ★ 2. Explains why information cannot be given (e.g. patient confidentiality requirements, by-laws).
- ★ 3. Explains how information can be obtained legally:
 - written consent from patient
 - court order
- 4. *Suggests inappropriate options / explains to obtain information (uncertain)*
 - contact the prescriber
 - ask the pharmacist
- 5. *Provides / confirms drug name or side effects, or confirms drug information (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