

National Patient Counseling Competition Toolkit

Patient Guide

You're the Patient: Now What?

As a patient, your role is key to the success of the National Patient Counseling Competition. It is very important that your role-playing be consistent from participant to participant to ensure fair and equitable chances for each competing student pharmacist. Perhaps the most significant potential pitfall of the entire competition is a patient whose role-playing prejudices the outcome. There are multiple ways in which you can help your school's competition to be a success such as:

- Do not attempt to “sandbag” or confuse the participant.
- Remain receptive, but generally do not interact with the participant unless a question is asked.
- Provide reasonable answers to questions based on the presented case and description of your patient.
- Avoid dilemmas or additional problems that are not apparent from the prescription and patient profile.

Preparing for Your Role

APhA-ASP chapter leaders and advisors will supply you with a patient profile and/or case that will serve as a resource and inform your role. You should be familiar with the patient profile and know appropriate answers to questions such as, “When do you usually eat dinner?”, “What is your occupation?”, etc.

To enhance the reality of our mock pharmacy, try creating a character for the patient. Is the patient distraught, frustrated, sad, etc? This gives participants the opportunity to empathize with the patient and practice relevant counseling and interpersonal skills they will encounter in pharmacy practice. Just ensure consistency among participants.

Day of the Competition

Be sure you are aware of meeting location, arrival times, and any technology that may be required of you for your role. In the event of a virtual competition, virtual meeting software and updates may be needed on your personal device. Dress code for patients is typically casual to maintain the conditions of the mock pharmacy. Speak to the chapter leaders of your local APhA-ASP chapter for specific information, details, and expectations they have of you for your role as patient.

To begin the consultation, you will approach the mock pharmacy counter and request the filled prescription. Each participant will be given 5 minutes. Participants will be briefed prior to your entering of the mock pharmacy and will be given the opportunity to ask questions.

Each participant will be allotted 15 minutes, thus depending on the number of volunteers, your time commitment, and number of participants, the competition may last several hours (typically 2-3 hours).

Thank you for being a patient in our competition. We hope the experience is an enjoyable one.