**Offer to Counsel Requirements**

**Section:** Pharmacy Operations

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** SDrM 1

**Policy ID:** 7.14

**Approved by:**

**POLICY**

A complete and thorough drug regimen review will be completed with every new and refilled prescription **[SDrM1 (c, d, f)]** All patients will receive appropriate counseling in accordance with the state board of pharmacy rules and regulations

**PROCEDURE**

1. During prescription pickup either in person or delivered, a pharmacist or technician or other appropriate pharmacy personnel will make the offer for pharmacist counseling and inform the patient that they have the right to speak with a pharmacist at any time that they have drug therapy questions
2. <insert practice name> shall comply with OBRA and Medicare requirements for patient counseling
3. Every dispensed medication that a patient receives *for the first time* shall contain a medication information sheet
4. Each prescription shipped to patients will include written Offer to Counsel and provide a phone number for patient to contact a pharmacist, if desired.
5. Only a licensed pharmacist will provide medication counseling to patients
6. Counseling shall also occur upon the request of the patient, patient’s legal guardian, medical representative, prescriber, or as deemed necessary by the professional judgment of the pharmacist.
7. Counseling shall cover, but is not limited to, information about dispensed medications
8. Strict patient confidentiality will be maintained with deference to patient’s protected health information (PHI) under the HIPAA privacy requirements

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