**Patient Education**

**Section:** Pharmacy Operations

**Compliance:** URAC Specialty Pharmacy 2.1

**URAC Standards:** CSCD 12, PM 3, 11, 12, SDrM 1

**ACHC Standard:** DRX11-K

**Policy ID:** 7.17

**Approved by:**

**POLICY**

<insert practice name>” shall provide appropriate written as well as verbal instructions in the safe and appropriate uses of products provided to the patient. **[PM 11 (a)], [PM 12 (a, i)] [SDrM 1 (f)]**

Each patient will receive a “Welcome Packet” with the initial visit to clinic. This packet includes:

1. “Welcome to <insert practice name>” information
2. Printed Drug Monographs (included with each prescription)
3. Receipt of amount paid or amount due (included with each prescription)
4. Supportive Information or Other Materials as appropriate and available.

**PROCEDURE**

The patient will be instructed, and assistance will be offered to provide a clear understanding of all information including the following as applicable**: [PM 3 (e)][PM 12 (a-i, ii, iii)], [PM 11 (a)]**

* The prescribed treatment and disease management education;
* The goal and outcome achievement as established in the plan of care;
* Proper use, safety hazards and maintenance of any medication and or supplies provided; **[PM 12 (b-i)]**
* How to notify <insert practice name> of any problems, concerns and complaints

The health care practitioner or pharmacist providing verbal instructions shall assess any patient learning deficits or communication barriers **[PM 12 (a-i)]**

Should a learning deficit or barrier be discovered, the physician shall be notified and all communications will be documented in the plan care **[CSCD 12 (d-i, d-iv)] [PM 12 (a-iii)]**

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