Flow Chart Example: Community Pharmacy
Sample Questioning Protocol

Customer

Asks for a specific medication

Asks for treatment for a symptom

Asks for Pharmacist Only (S3) medication

Is this medicine

If for an infant, child or the elderly

Are you (they) taking any other medication?

yes

Do you (they) have any other health conditions?

yes

What symptoms do you (they) have and for how

Check symptoms and proposed treatments with Pharmacist (if necessary)

Have you (they) had this medicine before?

no

How did you (they) find it? Was it effective?

No. Check with Pharmacist (if necessary)

The medicine worked

No or not sure

Supply medicine

Make sure the customer knows:

• How to take the medicine and how often
• The correct maximum dose
• Common important adverse affect

Refer to Pharmacist