



## Evaluation of patient counselling in tertiary care teaching hospital Jaipur Rajasthan

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### Abstract

Patient counseling is a process that provides information, advice to help patient about the medication or use, adverse effect, safety of the drug and improve the quality of life of the patient. The objective of our study was analysis patient counseling service provided or not to the patient. For this purpose a observational perspective survey study of pharmacist was done in tertiary care teaching hospitals set up of the Jaipur city with the sample size 60. Results show counseling services are provided in the hospital. The results obtained from the survey the patient counseling are present in all hospital but not done in appropriate manner. Steps should be taken by authorities, pharmacist to make a effective counseling.

**Keywords:** patient counselling, tertiary care teaching

### Introduction

The pharmacy profession has aim to improve public health by making safe and appropriate use of medicine. The current pharmacy practice involves in the patient counseling and appropriate medication dispensing, clinical prevention of disease, measure therapeutic management outcome and health advancement services. Safe, effective drug therapy generally depends upon the patient appropriate information and knowledge about the medication.

In India healthcare provided in the primary, secondary, tertiary care level. Prescriber have little time to explain the proper use of medicine to patient or dispensing load. In this situation patient don't have enough or proper information regarding the medication included how and when to take, way of intended, which cause therapeutic failure, shows adverse effect and some cases having need of other treatment or hospitalization. In appropriate use of antibiotic used by patient may have the antibiotic resistance 1990s Omnibus Budget Reconciliation Act specified some guidelines that pharmacist should follow during the patient counseling: Name and description of medication, dosage form and route of administration, precaution, side effect, adverse effect and interaction of medicine. Contraindication, self-medication therapy monitoring, proper storage of the medication and taken action during missed dose. During the patient counseling information given verbally or may be in written form. Communication skill and knowledge about the medicine or counseling aids are very necessary. But nowadays there is no satisfactory counseling in pharmacy and hospital. Pharmacist should have knowledge skill to provide accurate patient information and patient counseling. Patient counseling is the process to provide information to patient by pharmacist. It is instructing the patient how to take, when to take, duration of therapy and various aspects related to medicine, avoid precaution, common side effect, storage and other information about the drug or illness. Lifestyle medication and diet plan

also included in the patient counseling for the improving the patient quality of life. To obtain sharing the information with patient by the open ended question. Separate room required for the patient counseling in the private or semi-private Hospital for the confidential communication with patient. Patient counseling usually occur at the time prescription. Need of the patient counseling for high level illiteracy, lack of awareness, lack of knowledge about the drug. Role of pharmacist in patient counseling prescription monitoring, minimize drug toxicity and promote cost effectiveness, therapeutic drug monitoring, drug information services and improve medication adherence. Medication counseling guidelines divide counseling in four stages: stage 1; medication information transfer, stage 2; medication information exchange, stage 3; medication education, stage 4; medication counseling.

### Methodology

Observational perspective survey study was conducted on pharmacist or intern student working in different department of hospital in tertiary care teaching hospital Jaipur data collected between November to December 2020. A self-prepared questionnaire was used in data collection with a sample size 60. In the questionnaire detailed information about the counseling aid and techniques. The pharmacist was also asked if they can conduct any patient education program related to safe medication use. The study based upon the patient satisfaction rating after the patient counseling.

### Result

Resultant from the survey found the patient counseling services was provided in the hospitals. A particular area provided for the patient counseling. In 60 pharmacist 56 was respondent and 4 was non respondent. In sample size 60, shows 38 (63.3%)counseled inpatient and 15 (25.0%) both counseled out and in patient and 3(5.0%) out of 56 is out

patient sample shown in figure 1 the sample distributed in frequency by the using pie chart they divided the and distributed the sample separately outpatient and inpatient or both. Figure 2 shown 32 (53.3%) they use patient medication chart for the assessing counseling or 11 (18.3%) they use medication reminder card, 10 (16.0%) they use compliance packages and 3 (5.0%) they use the dosing aids for the assisting patient. Emphasizing the patient information shown in table 1 dose of drug 22 (36.6%), administration of drug 14 (23.3%), duration of therapy 10 (16.0%), side effect 5 (8.3%) and lifestyle modification 5 (8.3%) it was observed in minimum time in a prescription. side effect and other problem related to drug they are harmful for the patient. In such condition counseling is the very important factor. The sample analyze by the patient feedback or patient satisfaction.

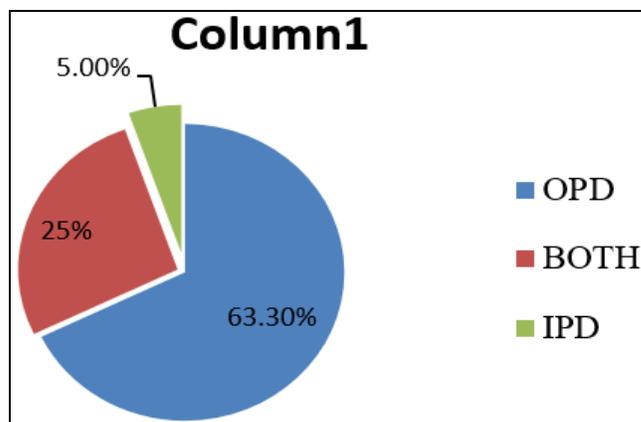
**Discussion**

The result shows the patient counseling provides in tertiary teaching hospital in Jaipur. Study was conducted in the Jaipur hospital, all department of hospital provide the patient counseling services. Patient informed about the need and importance of the patient counseling for their perspective necessary to effective treatment or drug therapy. Pharmacist improve the quality of life of the patient and improved knowledge or health status. Separate room required for the patient counseling in the private or semi-private hospital for the confidential communication with patient. Patient counseling usually occur at the time prescription. Need of the patient counseling for high level illiteracy, lack of awareness, lack of knowledge about the drug. Role of pharmacist in patient counseling prescription monitoring, minimize drug toxicity and promote cost effectiveness, therapeutic drug monitoring, drug information services and improve medication adherence. Sample shown in figure 1 the sample distributed in frequency by the using pie chart they divided and distributed the sample separately outpatient and inpatient or both. Figure 2 shown 32 (53.3%) they use patient medication chart for the assessing counseling or 11 (18.3%) they use medication reminder card, 10 (16.0%) they use compliance packages and 3 (5.0%) they use the dosing aids for the assisting patient. Emphasizing the patient information shown in table 1 dose of drug 22 (36.6%), administration of drug 14 (23.3%), duration of therapy 10 (16.0%), side effect 5 (8.3%) and lifestyle modification 5 (8.3%) it was observed in minimum time in a prescription. side effect and other problem related to drug they are harmful for the patient. In such condition counseling is the very important factor. The sample analyze by the patient feedback or patient satisfaction.

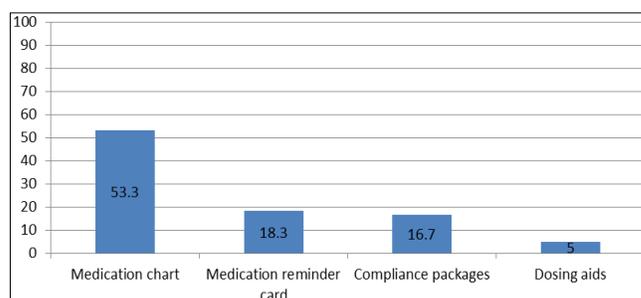
**Conclusion**

The finding in this study patient counseling was done in hospital but it is not efficient as per the requirement in guide to patient proper use of medication and quality life of patient. For that purposes effort required by the authorities, so pharmacist give better advice to the patient. Pharmacist provides information time of dispensing of drug having effective compact and appropriate use of medication. Patients counseling is the path about safe and effective use of medication. Patient counseling require both therapeutic knowledge and good communication skill.

**Result**



**Fig 1:** Types of patient counseled



**Fig 2:** Counseling aids used with value (in %)

**Table 1:** Information on which pharmacist emphasize during counseling

Emphasizing in counseling	Percent value %
Dose of drug	36.6
Administration of drug	23.3
Duration of therapy	16.1
Side effect	8.3
Life style modification	8.3

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