This support document is provided as an **example only** and should be reviewed and updated by your pharmacy prior to use. State specific or legislative requirements should be considered and applied where appropriate.

1. **Policy introduction and purpose -** what is the policy about and why does the pharmacy have it, what is the policy intended to achieve?

E.g. the intent of this policy is to outline how ***(Insert Pharmacy name here)***will provide health information to ensure the quality use of medicines and improve customer knowledge and understanding of health conditions considering the cultural needs, language and level of health literacy of customers when appropriate and necessary.

1. **Scope** - identify who the policy applies to.

E.g. this policy applies to all staff, including contractors, employed by ***(Insert Pharmacy name here).***

1. **Policy Statement -** what is the policy statement of the pharmacy on this specific topic?

E.g***. (Insert Pharmacy name here)***is committed to improving our customers’ knowledge and understanding of their health conditions to achieve overall better health outcomes and ensure the quality use of medicines. This will be achieved by providing our customers with relevant information and resources related to their medications and or conditions.

Information will be made available to customers upon request or when deemed appropriate by staff and may be provided to customers either in writing e.g., printed CMI, medicine leaflet, pharmacy self-care card, factsheets etc., or verbally- one on one consultation or discussion with pharmacist or staff member where appropriate.

A CMI will be offered and provided to customers for any first time use of a prescribed item, if considered necessary by the pharmacist, if requested by the patient or prescriber or when there is a major change to CMI content.

In addition to providing a CMI all customers with new prescriptions or changes to prescriptions will be counselled where appropriate. The pharmacist should identify additional opportunities to provide counselling when appropriate or necessary. Counselling regarding prescription medicines will only be undertaken by the pharmacist.

When providing information to customers from non-English speaking background or those with a low level of health literacy, staff will make every effort to ensure the customers understating and should use the following tips to help improve communication:

* Use common words when speaking to customers
* Take note of the words the customer uses to describe their condition and use them in your conversation
* Speak clearly and at a moderate pace
* Number steps in instructions – e.g. 1: Dissolve; 2: Mix; 3: Swallow
* Show the customer where the instructions or important information are written on the medicine pack
* Prioritise what needs to be said and limit your information to 3-5 key points
* Be specific in your conversation and repeat key points
* Draw pictures or use illustrations
* Use interpreter/translation services
* Have translated versions of documents such as CMI or fact sheets available to print
* Use other staff members who speak the customer’s language (be mindful of privacy issues)
* Ask customers to repeat important instructions in their own words. Say something like, “I want to be sure that I explained your medication correctly. Can you tell me how you are going to take this medicine?”

All ***(Insert Pharmacy name here)***staff need to be aware where/how information can be accessed by customers while also knowing when there is a need for them to refer to another staff member or Pharmacist.

As with all customer interactions in ***(Insert Pharmacy name here)***staff must consider the customers privacy when providing information ensuring that conversations cannot be overheard by other customers or staff.

Signage will be displayed in the pharmacy to encourage customers to seek information and let them know what information is available.

1. **Responsibilities and Actions -** who is responsible for applying the policy. What actions will be taken if the policy is not followed by staff?

E.g. all employees of ***(Insert Pharmacy name here)***are responsible for applying this policy.

Breaches of this policy will be individually assessed, and action taken by relevant pharmacy management as required.

1. **Any related documents or resources -** e.g. applicable procedures, hyperlinks to training resources, guidelines, legislation etc.
* [https://my.psa.org.au/s/article/Professional-Practice-Standards page 41](https://my.psa.org.au/s/article/Professional-Practice-Standards%20page%2041)
* [Guide to providing pharmacy services to Aboriginal and Torres Strait Islander people](https://my.psa.org.au/s/article/Providing-Pharmacy-Services-to-Aboriginal-and-Torres-Strait-Islander-People%22%20%5Ct%20%22_blank)
* [Communicating effectively with Aboriginal and Torres Strait Islander People](https://www.health.qld.gov.au/__data/assets/pdf_file/0021/151923/communicating.pdf)
* [Translation and Interpreting Service](https://www.tisnational.gov.au/)
* [Translated Resources NPS Medicinewise](https://www.nps.org.au/)