Procedure · PHA-SOP-001 · Version 1.0 · Approved by the ASF Expert Committee

Supports: 17.2

At a glance

- Counsel the patient on each new medicine: how to take it, what to expect and what to report.
- Check understanding by asking the patient to explain it back.
- Record counselling for every high-risk medicine (PHA-FRM-001).
- Give the leaflet as well as the counselling, never instead of it.
- Stop and get help straight away if: a new medicine is dispensed with no counselling.

1. Purpose

To make sure each patient understands how to take a new medicine, and what to report (17.2).

2. Scope

Applies to	Clinical and support staff in the hospital
Locations	All wards, clinics and departments of the facility
When	Whenever the activity described is carried out
Does not apply to	Activities covered by another document listed in section 15

3. Definitions

Term	Meaning
Clinical lead	The doctor or nurse in charge of the area at the time

4. Background

A patient who gets a new medicine without understanding how to take it may take it wrongly, or stop it. Counselling on new medicines, given and checked, is what makes the treatment work.

5. Responsibilities

Role	Responsibility	Competence
Dispensing pharmacist	Counsels the patient and records it	Pharmacist

6. Materials and equipment

Item	Requirement	Condition
Records and forms named in this document	Current version	Checked before use

7. Safety

- Stop and call for help if a patient is at immediate risk. Do not delay urgent care to complete paperwork.

8. Before you start

- Confirm the forms and equipment named in this document are available and current.

9. Procedure

Step 1. Counsel.

- Explain how to take the medicine, what to expect and what to report.

Key point: Explained.

Step 2. Check.

- Ask the patient to explain the dose and the warning signs back.

Key point: Understood.

Step 3. Record.

- Record the counselling on PHA-FRM-001 for high-risk medicines.

Key point: Recorded.

10. Decision points

- No decision points in this procedure.

11. Special situations

Situation	Action
Out of hours	Follow the same steps. Use the on-call contact on the wall of the area.

12. Escalation

- Any serious problem goes to the duty clinical lead at once and to the clinical director the same day.

13. Monitoring

Measure	Target	Frequency	Owner	If not met
New medicines counselled	100%	Monthly	Responsible pharmacist	Escalate to medical director

14. Records

Record	Kept in	Retention
Record named in this document	Patient record or the area file	the period set by the facility’s records policy years

15. Training

- Staff are trained in this document at induction and refreshed each year, with a recorded competency check.

16. Related documents

ID	Title	Use
PHA-FRM-001	Counselling record	Record

17. Evidence

Reference	Note
E-009	Based on the WHO Medication Without Harm guidance (2017) and the WHO Good storage and distribution practices (2010).
E-006	ASF Policy Framework v1.2. Adapted.
E-009	ASF Expert Committee consensus.

18. Change history

Version	Date	What changed	Approval
1.0	the date of approval	First version	set Expert Committee approval

E-learning for this document

- **Medication Safety: Operating SOP-MED-01 End to End** (T-08)

References

- Accréditation Sans Frontières (2026). ASF Policy Framework v1.2. (E-006)
- Accréditation Sans Frontières (2026). ASF Expert Committee consensus on Standard 1. (E-009)

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