

Leslie Gaspar

Mentor: Dr. Miranda Wilhelm

Title: *Student Pharmacist Intervention in Patient Selection of Nonprescription Medications and Self-Care Products*

**OBJECTIVES:** To evaluate the effect of student pharmacist intervention on patient selection of nonprescription medications and self-care products on patient satisfaction and the likelihood a patient will utilize the assistance of a pharmacist in future product selection.

**METHODS:** A 6 question data collection tool was developed to conduct an anonymous telephone survey of patients assisted by one student pharmacist in the nonprescription medication aisle of a regional supermarket pharmacy chain. Patients were included if they requested assistance selecting a nonprescription medication at the pharmacy counter or were approached by the student pharmacist in the self-care aisle. The student pharmacist conducted a standardized interview, selected a nonprescription product, and provided education to the patient. Patients were then asked if the student pharmacist could follow-up, after one week the same student pharmacist contacted the patient and conducted the anonymous telephone survey.

**RESULTS:** 18 patients received nonprescription medication recommendations, 11 completed the survey. The mean participant age was 60  $\pm$  16.49 years and 72% were female. All 11 participants purchased the recommended product. 8 (82%) participants reported the product had been successful at alleviating their symptoms, 1 (9%) reported the product was somewhat successful, and 1 (9%) reported the product was not successful. Based on the intervention by the student pharmacist 6 (55%) of participants reported they plan to utilize a pharmacist in the future usually and 5 (45%) plan to utilize a pharmacist always.

**CONCLUSIONS:** The results of this study demonstrated that interventions made by student pharmacists to patients seeking nonprescription medication or self-care products impacts the patients' product selection decision. It also increases the likelihood the patient will seek advice from a pharmacist in the future and patients are highly satisfied when receiving product recommendations.