The Standards of Practice and Code of Ethics expect pharmacists to use their knowledge and expertise to optimize health outcomes for patients. Together with legislation they provide a framework within which pharmacists exercise professional judgment each time they consider prescribing. Patient Assessment, Decision Making, Communication & Education, and Documentation are key practice domains identified as having the greatest potential impact on patient care and safety. This infographic illustrates how pharmacists may approach consultations for treating minor ailments to meet expectations in each of these four domains. It should be interpreted and applied in conjunction with the Mandatory Orientation for Minor Ailments Prescribing e-learning module and the Guideline – Initiating, Adapting and Renewing a Prescription.

### PATIENT ASSESSMENT

Gather relevant information through dialogue with patient and review of patient record (if available) in accordance with the Guideline – Initiating, Adapting and Renewing a Prescription, including history of (and, if applicable, past treatment(s) for) the minor ailment and any additional lifestyle factors relevant to potential drug therapy problems. Are signs & symptoms consistent with a minor ailment in Schedule 4 of O. Reg. 202/94? Are there any 'red flags' that suggest a more serious condition? Do I have clinical guidelines or other evidence to support my therapeutic decision(s)? Is my decision to treat the patient in their best interest, considering the potential risks and benefits? Have I discussed potential treatment options with the patient and obtained informed consent?

### DECISION-MAKING

- Is drug therapy indicated? Determine the most appropriate drug therapy based on patient characteristics. Is the drug within my prescribing authority for the minor ailment? (Schedule 4 of O. Reg. 202/94)

### COMMUNICATION & EDUCATION

- Explain the rationale for decision(s) made. If applicable, provide patient education on: the prescribed drug therapy; any non-prescription therapy(ies) and/or self-care recommendations; a monitoring plan with parameters, goals and/or endpoints to ensure treatment outcomes are achieved; a time frame to seek re-assessment or further follow up if condition is not resolved. Provide any other information deemed important to patient care and pertinent to the situation. Where appropriate, communicate with the patient’s healthcare team to support patient assessment, clinical decision making and continuity of care.

### DOCUMENTATION & NOTIFICATION

Documentation & notification must occur in accordance with Section 38 of O. Reg 202/94 and the Guideline – Initiating, Adapting and Renewing a Prescription.

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1. Minor ailments are health conditions that can be managed with minimal treatment and/or self-care strategies. Additional criteria include: usually a short-term condition, lab tests are not usually required, low risk of treatment masking underlying conditions, medication and medical histories can reliably differentiate more serious conditions, only minimal or short-term follow-up is required.
2. Where the term patient is used it is inclusive of an agent or substitute decision maker acting on the patient’s behalf.