



International
Pharmaceutical
Students' Federation

A step by step guide on how to run a PCE 2021



Patient Counselling Event Guidelines



PREFACE



Dear Pharmily,

It was a pleasure working with the Professional Development Committee and the Patient Counselling event coordinator Mr. Gonzalo Adsuar to share these PCE guidelines to better help our member organisations, fellow pharmacy students and recent graduates to organise more structured competitions on patient counseling.

The PCE is one of IPSFs' oldest competitions designed to improve the skills of future pharmacists and aid them during their interactions with patients by simulating real life situations that they may encounter during their careers. This year the guidelines also contain the step by step on how to organize online competitions which gained a lot of traction in times of COVID-19 and is creating a bigger outreach.

We hope that this edition of the PCE guidelines helps our members prepare a more structured and thorough competition in the coming days and greatly change the way pharmacists approach patient counseling in the future. I wish all those that take up this challenge the best of luck. Viva la Pharmacy!!

Mr. Niranjana Ganeshkumar
Chairperson of Professional Development 2020-2021





Dear Pharmaceutical Family:

I am deeply honored to be able to write these lines as a PCE coordinator. My involvement in student associations began with colleagues who taught me the importance of student representation and the active role that pharmacy students and young graduates must play to be part of the change that society demands from pharmacists.

In a world that is increasingly automated, digital, and currently plagued by a global COVID-19 pandemic, the social and clinical role of the pharmacist in all its facets is becoming more important than ever.

What does not add value in the 21st century will tend to disappear, and we must be aware as pharmacists of the future that one of the most important assets of the pharmacist is their proximity and ability to advise and provide pharmaceutical counsel.

This is where the important role of soft skills and the ability to empathise and provide an optimal pharmaceutical service comes into play. The profession of the pharmacist requires a great capacity to communicate, listen actively, assist and resolve doubts, thus improving health outcomes and optimising pharmacotherapy.

My role as PCE Coordinator is an opportunity to give back to the Valencian Association of Pharmacy Students,

the Spanish Federation of Pharmacy Students, and the International Pharmaceutical Students' Federation all that they have contributed to me these years, helping me to become the pharmacist that I am today, committed to the social and clinical work that we carry out in society.

I trust that these guidelines, the fruit of the work of many colleagues, enthusiasts in the world of pharmacy, will help you to reinforce all your non-formal skills and help you to be the best version of yourself, the pharmacist of the future.

Viva la Pharmacie!

Mr. Gonzalo Miguel Adsuar Meseguer

Patient Counselling Event Coordinator 2020-2021



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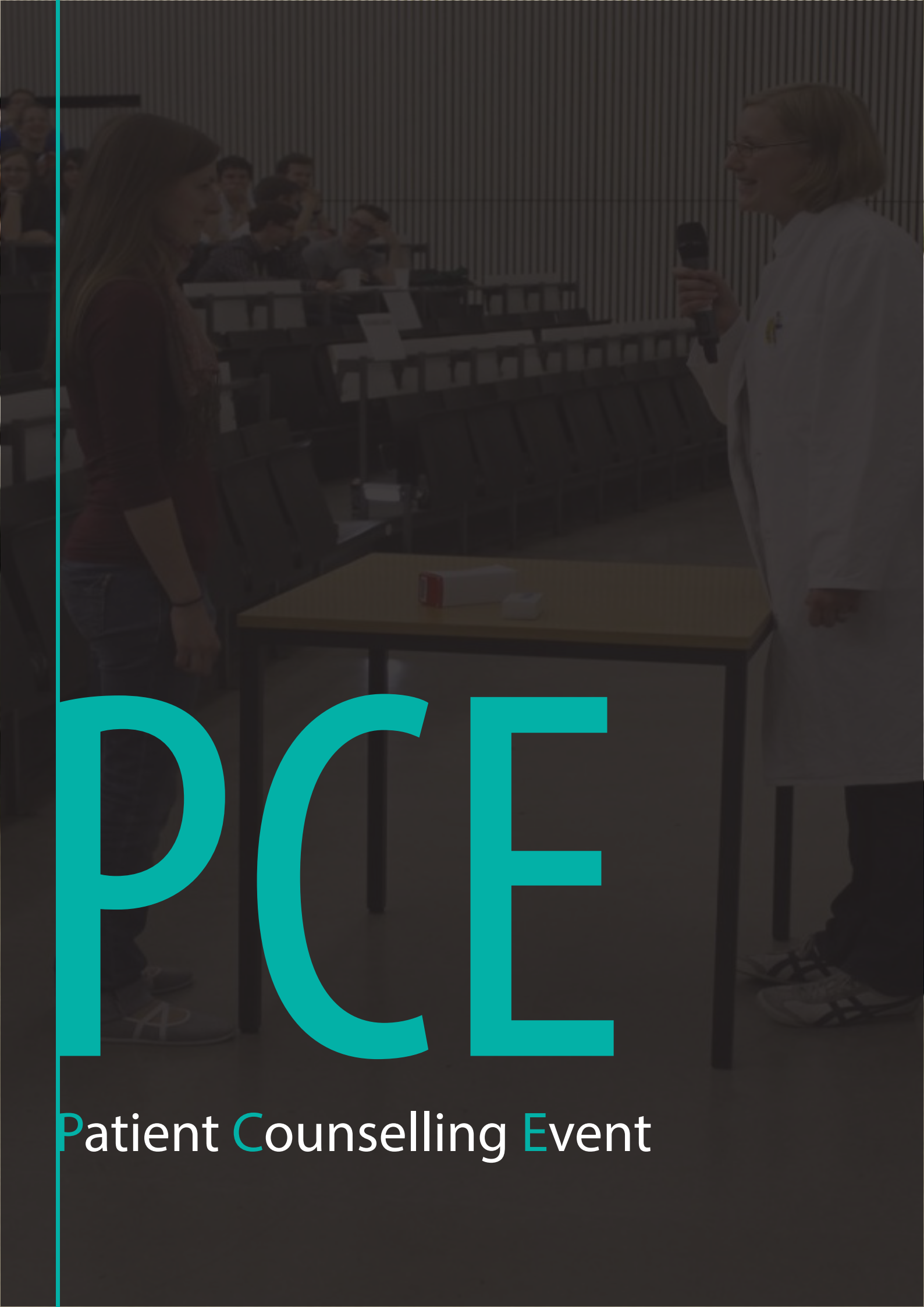
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PCE

Patient Counselling Event

BRIEF INTRODUCTION ABOUT PCE

Patient counseling is a very important aspect of the pharmacy profession. It is at the center of the professional contract between pharmacists and patients. Without adequate and proper counselling, patients cannot obtain full therapeutic benefits from medications.

The Patient Counselling Event (PCE) is a platform through which pharmacy students can practice with one another and develop their patient counseling skills. The event was innovated by student organisations in United States pharmacy schools in the 1980s and supported by American Pharmacists' Association (APhA) and the United States Pharmacopeia (USP).

The International Pharmaceutical Students' Federation (IPSF) held its first Patient Counseling Event at the 35th IPSF World Congress, Philadelphia, USA in 1989. Today, PCE is held at every World Congress, IPSF Regional Symposia, and in national associations under the Professional Development portfolio.

Organising A Patient Counselling Event

- Before the PCE
- The actual event
- After the event

Before the PCE



Pick a date for the event

A date suitable for everyone should be picked to increase the level of participation. Common date of choice is mostly during an association's annual conference or congress.



Venue

After finding the best date for the event, find an appropriate venue. Patient counselling events can either be done as open door or closed-door events. Open door events are generally reserved for the final rounds, where there are few participants, as it requires an audience and the participants will demonstrate their skills to them. Open door events require a venue that can accommodate an audience. Closed-door events require a room where the participant counsels the actor and the judges adjudicate them at the same time.



Time

Each counselling session for each participant should be around seven to ten minutes, at the most. Time for switching from one participant to the next should be taken into consideration as well and there should be few minutes at the end of each participant's session, so the judges can provide some immediate feedback.



Preparation of scenarios

Depending on the group of students, different levels of difficulty of cases may be necessary. The PCE cases are available as beginner and advanced cases. Examples of beginner and advanced cases can be found in Appendix 3 as well as a sample adjudication for them.



The judges

Typically, one judge is required for the event; it would, however, be ideal if possible, to invite more pharmacists to be part of the jury. The judge(s) is/are expected to have expertise in communication skills. When inviting the judges, send them a formal invitation letter. This way, they would have a better understanding of the event and it is more professional.



Evaluation criteria for patient counselling performance

The evaluation tool used in IPSF events as of now is the one which follows the Objective Structured Clinical Examination (OSCE) format, which is the basis of pharmacy board examinations in Canada. A sample of the evaluation criteria can be found in Appendix 2. The PCE participants can be introduced to the evaluation form before the event so they know which aspects of their performance will be evaluated.



The patient

Pharmacists, as well as pharmacy students, may be the patient (actor) during the event. It is important that they are given actor guidelines to go through before the event so as to avoid inter-participant variation.



Recognition

Determine whether or not there will be a prize for the winner or winners of the event. The prize can be donated by sponsors. The participants should at least receive a participation certificate and this will need to be designed ahead of time.

The Actual Event



Preparation phase

Participants should get preparation time prior to the actual counselling session. Normally, the information is presented 24 hours prior to the event, by email, or the participants can gather together and the information can be presented to them. Participants should arrive at least five minutes before their actual counselling session. It should also be clear as to what time they should present themselves and where they should be meeting. There should be a waiting area for the participants to wait just prior to the event. Paper, writing materials and references should be made available. The waiting area would be a place where a volunteer can help out with greeting the participants, timing and smooth transitions from one participant to the next.



The actual competition

After the preparation time, ensure the participants know where to go for the counselling session. The volunteer(s) can help inform the participants when to go in and also be responsible for timing the counselling sessions. Reminders should be given either by knocks on the door or a bell when there are two minutes left in the session - this way, the participant would have an idea as to how much time is left. After the counselling session, there should be approximately two to three minutes to allow the judges to provide some immediate feedback. The process continues until all the participants have had their chance to counsel.

After The Event

Gather all the feedback from the jury and find out what their overall thoughts were. Ensure each participant receives their feedback form as this allows them to learn more about their current counselling skills and also helps them further develop these skills. The winner(s) of the events should be recognised by announcing the results, probably at the end of the association's conference or 24 to 48 hours after the event and prizes or certificates should be awarded accordingly.

Lastly, an activity report should be filed through the Project Accreditation Form (PAF) system.

For further information and reference, please read through the PCE-FIP booklet.



Online PCE Event Mechanism

Online PCE Event Mechanism

The competition will be conducted in two rounds:

1. Preliminary Round: 2 Case Studies with MCQ & Short or Long Answer Questions
2. Final Round: OSCE Session

Notes

- Could be an individual or team competition. Each team shall consist of 3 participants. All representatives of each team shall register the team members' details into the Google Forms prepared and emailed by the PCE team.
- Google Forms will be used as it is an online application that is fairly stable in retrieving information that is submitted through each form. Besides that, it is able to set to questionnaire mode where it permits the design of questions and easy evaluation by the editors.

Preliminary Round

1

This round shall consist of all teams. 2 case studies will be prepared based on different topics with relevant MCQ and Short or Long Answer Questions.

2

All teams shall be separated into multiple breakout rooms (if possible) to discuss and answer the MCQs and SAQ/LAQs given in the Google Form prepared by the organising committee within 1 hour time period.

3

In this round, each breakout room will be accompanied with 1 facilitator in the case that there are any issues that are required for the facilitator to resolve.

4

The Google Form that is filled with answers will be checked and marked by the judges and evaluation committee. Teams with the highest score shall move forward to the final round.

Final Round

1

This round shall consist of 5 teams and the marks will be reset.

2

All teams are allowed to discuss one case study within 30 minutes and each team shall send one representative to ask questions and provide counselling to the patient (acted by members of the organising PCE Team).

3

Marks shall be allocated by the judges through the marking allocation sheet and marking scheme prepared by the PCE Team.

4

The team with the highest score shall be the winner of this Online PCE Event.

5

Patient counselling points shall include directions of use of medication, advice on side effects of medication, precautions, storage, diet and lifestyle modifications as written in the marking scheme prepared by the PCE Team.

Tiebreaker Session

1

The tiebreaker session is a special session which could be conducted when two teams obtain the same marks.

2

This session will determine the group that will proceed to the next round.

3

In this session, the judges will provide impromptu questions for the participants to answer within time that is based on the difficulty of the questions.

4

The expected questions will be easy (1 mark), moderate (3 marks) and difficult (5 marks).

5

The team with the higher score will win this session and proceed to the next round.

Work Timeline

Organizing Team Timeline

Date	Agenda
7 Weeks Before Event	Finalisation of mini PCE and its addition to the concept note.
6 Weeks Before Event	Completion of MnP request for PCE competition promotion if needed . Completion of PCE evaluation points table, and preparation of the call for participants.
5 Weeks Before Event	Finalisation of competition timeline.

Competition Timeline

Date	Agenda
2 Weeks before event	Social media promotion.
1 Week before event	Registration.
1 day before event	Introductory workshop / Opening ceremony.
1st day of event	Preliminary round of PCE.
1 week after the event	Evaluation of preliminary round.
2 weeks after the event	Final round of PCE.
3 weeks after the event	Evaluation of final round.

Post-competition Timeline

Date	Agenda
3 weeks after event	<p>Closing ceremony, Winner announcement and Feedback Form released (sent by email)</p> <p>Interview video acquisition</p> <p>Interview release</p>

Terms and Conditions

- All IPSF members are eligible to participate.
- The questions will be in English and participants must submit answers only in English.
- A team consists of 3-5 members from the same member organisation.
- Participants can submit the Google Form only one time. If one submits the form more than once, only the first submission will be evaluated.
- Selection of a wrong IPSF member organisation will lead to the disqualification from the competition. Participants are advised to check the name of their member organisation before submitting the registration form and the next competition forms too.
- Each participant shall submit the form within the specified period of time. Answers submitted after the stipulated time will not be accepted.
- Each IPSF member organisation is limited to one team to participate in each competition.
- In case of a tie, a tiebreaker session or submission time will be taken into account for winner selection.

- In order to receive the Online Certificate of Participation, the participants must submit the Feedback Google Form. If a Team does not submit this form, no certificates will be provided to any member from that team.
- If one or more team members do not desire to participate anymore, the team will still be eligible to participate.
- All decisions from judges and committee regarding the winners are final and cannot be contested.

Comparison of Online Platforms for PCE Competitions

Platform	Zoom	GoToMeeting	Microsoft Teams
Audio Recording	Local and cloud recording possible	Yes	Cloud recording
Video Recording	Local and cloud recording possible	No	Cloud recording
Network Stability	Performs well on relatively low internet bandwidth	Less bandwidth will still work, but the session performance may suffer because of it.	Teams is always conservative on bandwidth utilization and can deliver HD video quality in under 1.2Mbps.
Accessibility	Easily accessible with easy user interface User can also join with phone	More complex control panel	Accessible

Participants Webcams	Participants can still see the webcams of up to 49 participants at the same time on screen.	Updated version of GoToMeeting offers the option to see the videos of all participants (up to 100)	Can only show the video of up to 9 participants at a time when a presentation is shared.
Duration of meeting	Zoom Meetings Basic is free to use for up to 100 participants and 40-minute sessions.	Can run the session indefinitely with attendees. If you're on a GoToMeeting Free account, your meeting is limited to 40 minutes.	Meet for up to 60 minutes in the free version of Microsoft Teams. This limit was extended to 24 hours because of COVID-19.
Special formats such as "break out room sessions"	Best option for break out sessions	Not possible	Not possible

Appendix 1

A Checklist for PCE Organizers



As with any successful event, there are a number of steps that are required during the preparation. The following checklist aims to guide coordinators. The list is non-exhaustive and can be elaborated based on needs.

Before the event

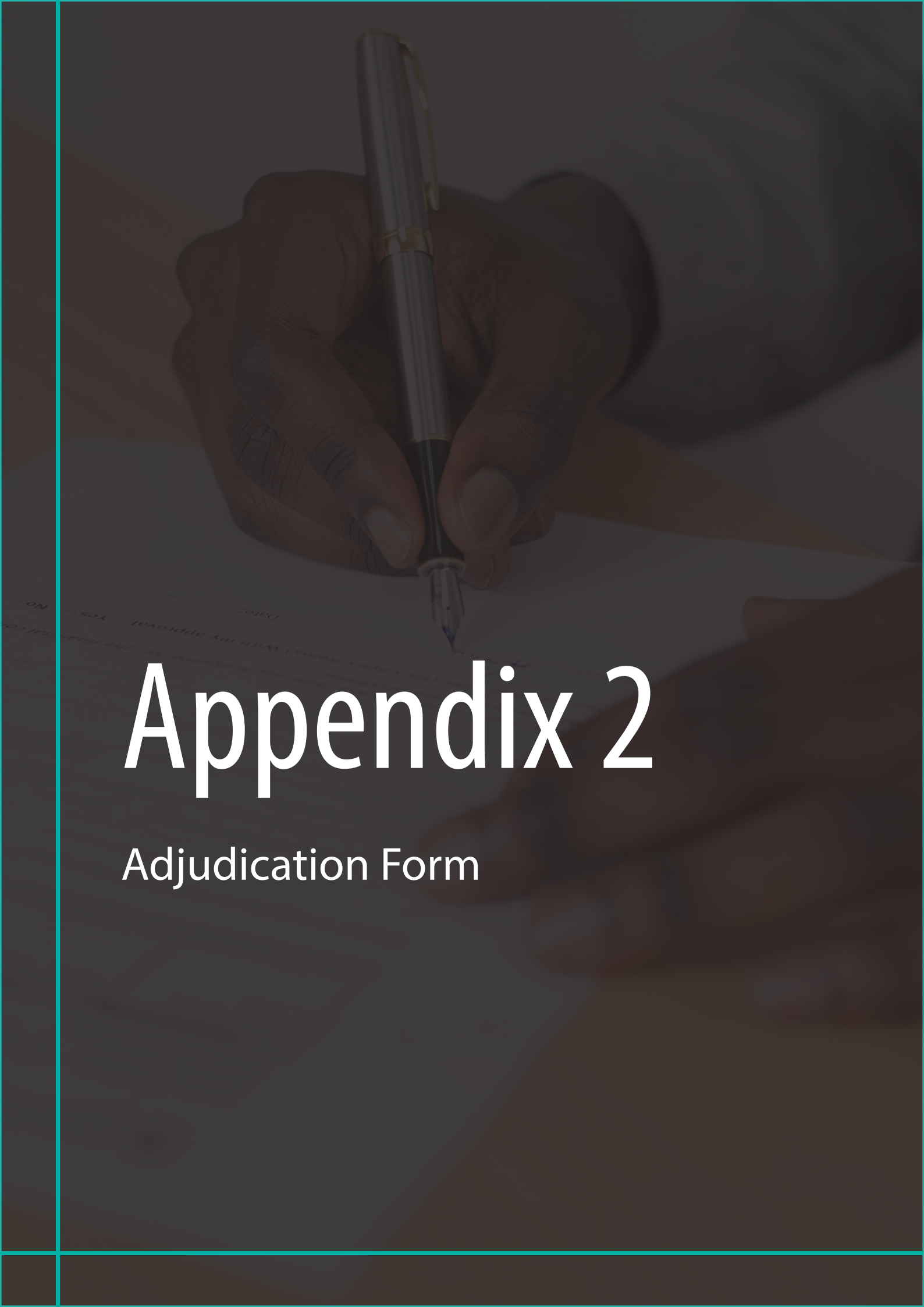
- Pick a date for the event
- Determine the venue(s)
- Enlist volunteers for the day of the event to ensure smooth operations
- Contact judges and secure their availability for the date(s) required
- Contact potential actors or standardised patients and secure their availability
- Decide how the participants will be recognised (prizes, certificates)
- Develop the patient cases and send them to judges for their opinion, if necessary
- Promotion of the event for a minimum of 2 weeks prior to the event
- Ensure the participants have thorough directions for how the event will be conducted (know when and where to show up for the event)

The day of the PCE

- Ensure the volunteers are clear about their roles for the event (timing, directing the participants etc.)
- Have the available resources or references, cases and any other materials needed at the venue
- Greet judges and present them with the case and judging criteria (see Appendix 2 for the adjudication form)
- Ensure the participants are clear on the timing of the event (how much time to prepare, how much time for counselling and how they will be informed by the time buzzer or bell)

After the PCE

- Thank the judges and volunteers for their time
- Gather all the judging forms from the judges and distribute them amongst the participants
- Provide recognition for the winners of the competition
- Ask judges and participants for feedback on the event.

A close-up photograph of a hand holding a silver fountain pen with gold accents, poised to write on a document. The document is slightly out of focus, showing some faint text. The entire image is overlaid with a dark, semi-transparent filter. A thin teal vertical line runs along the left edge of the page, and a thin teal horizontal line runs along the bottom edge.

Appendix 2

Adjudication Form

Introduction

Greet patient		Introduces him/herself	
Maintains confidentiality/privacy		Informs the patient about how long the counseling will last	
Overall impression	1 2 3 4 5		
Comments			

Information Gathering	Notes for patient actor				
Identifies agent picking up					
Inquires if this is the first time the drug is being used					
Inquires about the reason for visiting doctor/ symptoms experienced					
Inquires about information given by healthcare professional					
Confirms current drug therapy/medical condition					
Over-the-counters/herbals					
Confirms allergies/intolerances					
Overall impression		1	2	3	4 5
Comments					

Medication Counselling

Name of medication		Brand (if applicable) and generic name
Dose		
Type		
Refills (if applicable in your country)		
Mechanism of action		In patient friendly terms Overall impression of the information given 1 2 3 4 5
Instructions		In patient friendly terms Overall impression of the information given 1 2 3 4 5
Monitoring of therapy		What to expect – when to expect - management Overall impression of the information given 1 2 3 4 5
Monitoring of side effects		Overall impression of the information given 1 2 3 4 5
Gives information about monitoring (symptoms to look for that would warrant a doctor's visit)		In patient friendly terms Overall impression of the information given 1 2 3 4 5
Overall impression		1 2 3 4 5
Comments		

Storage/Interaction/Patient Self Care

Interactions with current medications/OTCs		
Interactions counseling		
Storage		
Addresses self-care		
Overall impression	1	2 3 4 5
Comments		

Conclusion

Asks for understanding/
summary

Asks about further
questions

Offers to answer any
further questions/invites
the patient to a check-up

Thanks the patient

Overall impression

1 | 2 | 3 | 4 | 5

Comments

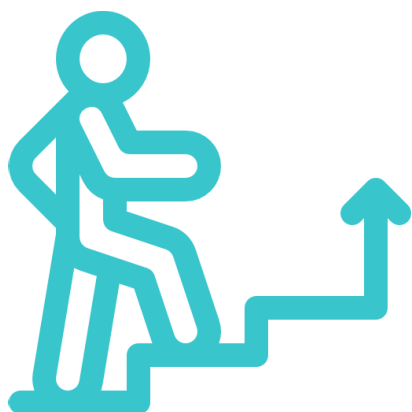
Verbal and Nonverbal Communication

<p>Verbal Communication</p>		<p>Overall impression 1 2 3 4 5</p> <p>Patient friendly language/no jar- gons Flow of counseling Appropriate tone/volume</p>
<p>Nonverbal Communication</p>		<p>Overall impression 1 2 3 4 5</p> <p>Posture Eye Contact Mannerisms Facial Expression</p>
<p>Overall impression</p>		<p>1 2 3 4 5</p>
<p>Comments</p>		

Appendix 3

Sample Cases

Official Beginners Final Case



Please read the instructions carefully

Contestants are given 24 hours to review the basic outline of the case, which includes a basic patient profile, medication/non-prescription product(s), and some background information regarding the patient. Please note that the information provided is not complete, and hence it is your duty to gather relevant information during the counselling.

It is suggested that you do further research and use other references to supplement your understanding of the case. You are not limited to what kind of materials you may use as your study reference. Please note - you may not bring in any references into the counselling session.





The counseling session duration will be up to a maximum of 10 minutes. A bell will ring at the 8 minute mark to notify that you have only 2 minutes left. The bell will also ring at the 10 minute mark, at which time you will cease your counseling. Afterwards, you will be provided with oral feedback (up to a maximum of 5 minutes). Written feedback will be available as soon as it is finalized. On behalf of the Professional Development Portfolio of IPSF, we wish you a wonderful experience.

For IPSF PCE adjudication: All cases are based on Australian sourced information, for the purpose of adjudication during PCE organised by IPSF, please use references provided as the primary source of information as all adjudication forms are based on said references. (For example: initial dosing of bupropion for smoking cessation is 150 mg once daily for 3 days then 150 mg twice daily for North America and Australia, however, in the United Kingdom, the therapeutic guidelines states that bupropion should be initiated at 150 mg once daily for 6 days then increase to 150mg twice daily). In situations where there are differences in therapeutic or monograph information, please use the provided references or discuss with the organiser if you have any questions.

For use in PCE for local/national events: Please adapt any different therapeutic/monograph information to better reflect the clinical practice of the host country.

Case

A pregnant mother has come to your pharmacy to ask for your advice for hair nits (head lice) for her daughter. Her daughter is 8 years old and is currently in the 3rd grade at school. She has not used any hair nit treatment products before.

The only hair nit product you have in your pharmacy is:

- Permethrin (Brand: Quellada) 1% cream rinse

Patient Information

Personal Information				
Name	Date of Birth	Age	Gender	Weight
Amy O'Hare	3 April, 2005	8 years old	Female	35 kg
Medical Information				
Current medication(s)	Salbutamol (albuterol) MDI i-ii puffs q6h prn via spacer			
Allergies/Drug intolerance	None recorded (last updated 2013)			
Current medical conditions	Suspected asthma but unconfirmed yet, due for a doctor's visit soon.			

Adjudication Form

Introduction

Greets patient		Introduces him/herself	
Maintains confidentiality/privacy		Informs the patient about how long the counseling will last	
Overall impression	1 2 3 4 5		
Comments			

Information Gathering	Notes for patient actor				
Identifies agent picking up					
Inquires if this is the first time the drug is being used					
Inquires about the reason for visiting doctor/symptoms experienced	<p>If nits have been found either from combing method or visually sighted.</p> <ul style="list-style-type: none"> • Areas sighted: nape of the neck, back of the ear 				
Inquires about information given by health professional	Any previous experiences with nits.				
Confirms current drug therapy/medical condition	Asks about asthma and salbutamol (albuterol) use.				
Over-the-counters/herbals	None				
Confirms allergies/intolerances	Pregnancy				
Overall impression	1	2	3	4	5
Comments					

Medication Counselling

Name of medication		Brand (if applicable)and generic name
Dose		One application, which can be repeated in 7 to 10 days.
Type		Cream rinse
Refills (if applicable in your country)		OTC
Mechanism of action		In patient friendly terms Insecticide Overall impression of the information given 1 2 3 4 5
Instructions		In patient friendly terms Test products on a small area of the skin to see if any allergic reaction occurs. Wash hair thoroughly with normal shampoo but no conditioner. Shake the medication to ensure it's well mixed and apply from roots to the tips of the hair, making sure all areas of the hair are covered. Cover the eyes with a towel and avoid getting the medication into any other orifices. Leave on for 10 minutes then rinse with plenty of water, dry out with a towel. After treatment, the patient should have someone to check if there are any infestations with comb method again (next day- 2 days). Overall impression of the information given 1 2 3 4 5

<p>Monitoring of therapy</p>	<p>What to expect – when to expect - management</p> <p>There still might be signs of eggs left over just because the rinse might not get rid of the eggs but itching and nits should disappear post treatment.</p> <p>Monitor therapy using the combing method to see if any more nits appear.</p> <p>Overall impression of the information given</p> <p>1 2 3 4 5</p>
<p>Monitoring of side effects</p>	<p>Burning, itching, or redness of the scalp should only be temporary and not last for a long time. Monitor for any persistent discomforts of the scalp.</p> <p>Overall impression of the information given</p> <p>1 2 3 4 5</p>
<p>Gives information about monitoring (symptoms to look for that would warrant a doctor's visit)</p>	<p>Repeated re-infection of nits</p> <p>In patient friendly terms</p> <p>Overall impression of the information given</p> <p>1 2 3 4 5</p>
<p>Overall impression</p>	<p>1 2 3 4 5</p>
<p>Comments</p>	

Storage/Interaction/Patient Self Care

Interactions with current medications/OTCs		N/A
Interactions counseling		N/A
Storage		Avoid reach of children and light exposure
Addresses self-care		<p>As the mother is pregnant and unsure of what to do with nits, these worries should be addressed by the candidate:</p> <p>CORE:</p> <ul style="list-style-type: none"> • Treatment is not required unless infestation has been identified. • Permethrin is safe in pregnancy to use if required, but must give option of either pharmacological or non-pharmacological treatment • Supplement: • Give non-pharmacological advice e.g. keeping hair short, don't share hats or other hat wear, use tea tree oil shampoo to repel nits.

Overall impression	1		2		3		4		5
Comments									

Conclusion									
Asks for understanding/ summary									
Asks about further questions									
Offers to answer any further questions/invites the patient to a check-up									
Thanks the patient									
Overall impression	1		2		3		4		5
Comments									

Verbal and Nonverbal Communication

<p>Verbal Communication</p>		<p>Overall impression 1 2 3 4 5</p> <p>Patient friendly language/no jargons Flow of counseling Appropriate tone/volume</p>
<p>Nonverbal Communication</p>		<p>Overall impression 1 2 3 4 5</p> <p>Posture Eye Contact Mannerisms Facial Expression</p>
<p>Overall impression</p>		<p>1 2 3 4 5</p>
<p>Comments</p>		

References

- NZ formulary
- Medsafe data sheets

Actor Guidelines

You are Mrs. O'Hare whose daughter is having symptoms of head lice.

The following is information that you should only give out only when the contestant asks:

- Her daughter has been constantly scratching her head and complains that it is quite itchy.
- You have done a comb test to confirm that your daughter does have head lice, as a live louse has been found.
- You are currently pregnant and unsure if there needs to be any special handling procedures.
- There has been no reported case of head lice in her class at school.
- Currently both you and your husband do not have any signs of head lice.

Questions you might ask if the contestant does not make it a clear point at the 8 minute mark/end of the counseling

- How does one catch head lice?
- Non-pharmacological measures your daughter can use
- Do you and your husband need treatment as well?



Official Advanced Preliminary Case

Please read the instructions carefully



Contestants are given 24 hours to review the basic outline of the case, which includes a basic patient profile, medication/non-prescription product(s), and some background information regarding the patient. Please note that the information provided is not complete, and hence it is your duty to gather relevant information during the counselling.

It is suggested that you do further research and use other references to supplement your understanding of the case. You are not limited to what kind of materials you may use as your study reference. Please note - you may not bring in any references into the counseling session.

The counseling session duration will be up to a maximum of 10 minutes. A bell will ring at the 8 minute mark to notify that you have only 2 minutes left. The bell will also ring at the 10 minute mark, at which time you will cease your counseling. Afterwards, you will be provided with oral feedback (up to a maximum of 5 minutes). Written feedback will be available as soon as it is finalised.

On behalf of the Professional Development Portfolio of IPSF, we wish you a wonderful experience.

For IPSF PCE adjudication: All cases are based on Australian sourced information, for the purpose of adjudication during PCE organised by IPSF, please use references provided as the primary source of information as all adjudication forms are based on said references. (For example: initial dosing of bupropion for smoking cessation is 150 mg once daily for 3 days then 150 mg twice daily for North America and Australia, however, in the United Kingdom, the therapeutic guidelines states that bupropion should be initiated at 150 mg once daily for 6 days then increase to 150 mg twice daily). In situations where there are differences in therapeutic or monograph information, please use the provided references or discuss with the organiser if you have any questions.

For use in PCE for local/national events: Please adapt any different therapeutic/monograph information to better reflect the clinical practice of the host country.



Case

Mr. Joseph McNiven is a 30 year-old male. After an appointment with his regular general practitioner (GP), he arrives to present the following prescription. Please counsel Mr. Joseph McNiven regarding his new drug therapy to ensure safe and effective use, proper therapeutic monitoring, and answer any questions that Mr. Joseph may have.

Paramount Clinic
2013

10th Nov

Mr. Joseph McNiven

Rx: Doxycycline 100mg (Doxy© or applicable brand name)

Sig: i d starting 2 days before, during and for 4 weeks after leaving endemic area

Mitte 35 tablets, Nil Repeats

Patient Information

Personal Information		
Name	Age	Date of Birth
Joseph McNiven	30 years old	03 November, 1983
Gender	Weight	Height
Male	68 kg	170 cm

Medical Information	
Current medication(s)	Diclofenac 50mg Enteric Coated - one to two tablets three times daily when necessary (with meals).
Past medication(s)	<ul style="list-style-type: none"> • Vivaxim (hepatitis A - typhoid vaccine) inj stat dose • Dukoral vaccine (2 doses) for travellers' diarrhea - one dose weekly • Boostrix-IPV inj (booster vaccination against diphtheria, tetanus, pertussis and poliomyelitis) stat dose.
Allergies/Drug intolerances	Penicillin – anaphylaxis (last updated 2013)
Current medical conditions	Lower back pain

Adjudication Form

Introduction									
Greets patient		Introduces him/herself							
Maintains confidentiality/privacy		Informs the patient about how long the counseling will last							
Overall impression	1		2		3		4		5
Comments									

Information Gathering		Notes for patient actor
Identifies agent picking up		Patient name.
Inquires if this is the first time the drug is being used		No previous experience with anti-malarial.
Inquires about the reason for visiting doctor/symptoms experienced		Vaccination, anti-malarial prophylaxis and travelling home to Brazil. CORE: 5 days of travelling (medication quantity)
Inquires about information given by health professional		Medication use, effects, vaccinations given.
Confirms current drug therapy/medical condition		Doxycycline and prn Voltaren, received two vaccinations.
Over-the-counters/herbals		Antacids, multivitamins and fish oil.
Confirms allergies/intolerances		Penicillin anaphylaxis.
Alcohol		
Smoking		

Overall impression	1	2	3	4	5
Comments					

Medication Counselling

Name of prescription		Brand (if applicable) and generic name
Strength		100mg
Type		Tablet
Quantity dispensed		35
Refills (if applicable in your country)		N/A
Mechanism of action		<p>In patient friendly terms Prevents malarial infection but with a delayed mechanism, so it is required to be started before the trip as the mechanism is related to inhibition of appropriate cellular division.</p> <p>Overall impression of the information given</p> <p>1 2 3 4 5</p>

Instructions

In patient friendly terms

Take 1 tablet with food and a glass of water: 2 days before, during and for four weeks after the trip.

Overall impression of the information given

1 | 2 | 3 | 4 | 5

Monitoring of therapy

What to expect – when to expect- management

No signs of malarial infection, should be cautious for signs of any illness within 3 months and throughout the entire year.

Overall impression of the information given

1 | 2 | 3 | 4 | 5

Monitoring of side effects

- Nausea and vomiting.
- Photosensitivity- sunscreen.
- Epigastric pain and dysphagia- take standing upright with a large glass of water.
- LFT derangements.

Points given for each relevant monitoring point

Overall impression of the information given

1 | 2 | 3 | 4 | 5

<p>Give information about monitoring (symptoms to look for that would warrant a doctor's visit)</p>		<p>In patient friendly terms</p> <p>Overall impression of the information given</p> <p>1 2 3 4 5</p>
<p>Overall impression</p>		<p>1 2 3 4 5</p>
<p>Comments</p>		

Storage/Interaction/Patient Self Care

<p>Interactions with current medications/OTCs</p>		<p>2 hours apart from any iron and calcium products, including multivitamin, steak, milk products- including antacids.</p>
<p>Interactions counseling</p>		<p>Take 2 hours apart from antacids, so if big meals aggravate acid reflux, avoid having big meals before doxycycline, as to reduce the need for antacids.</p>

Storage	Avoid reach of children and light.				
Addresses self-care	Avoid bites, using permethrin impregnated nets, with DEET 20-50% sprays, roll-ons to protect from bites. Use long trousers and sleeves if possible.				
Overall impression	1		2		3 4 5
Comments					

Conclusion

Asks for understanding/summary	<p>Core:</p> <ul style="list-style-type: none"> • Take with food and large glass of water • Avoid concurrent use with antacids and other iron and calcium products. • Use also non-medical prophylaxis 				
Asks about further questions					

Offers to answer any further questions/invites the patient to a check-up		
Thanks the patient		
Overall impression	1	2 3 4 5
Comments		

Verbal and Nonverbal Communication

Verbal Communication	<p>Overall impression 1 2 3 4 5</p> <p>Patient friendly language/no jargons Flow of counseling Appropriate tone/volume</p>
Nonverbal Communication	<p>Overall impression 1 2 3 4 5</p> <p>Posture Eye Contact Mannerisms Facial Expression</p>

Overall impression

1 | 2 | 3 | 4 | 5

Comments

Actor Guidelines

You are Mr. Joseph McNiven, a 30 year old male and you have just been to the doctor for your pre-trip check-up and vaccinations.

The following is information that you should only give out only when the contestant asks:

- You are a 30 year old patient.
- Travelling to Brazil for 5 days and have just had all your vaccinations done.
- Doctor said to take this antibiotic for malaria prevention.
- Generally healthy, but do take the occasional antacids when you get reflux from big meals or too many beers.
- Tries to stay healthy so regularly takes fish oil and multivitamins.
- Very excited to visit the beach and get some sun while in Brazil
- Your diclofenac is to help with some lower back pain due to an old sports injury.
Only takes it once or twice a month during flare ups.



Questions you might ask if the contestant does not make it a clear point at the 8 minute mark/end of the counseling

- Clarify when you should start therapy and when to stop it.
- Clarify why you are taking this.
- Clarify if this interferes with his penicillin allergy.

Appendix 4

Sample Judge Invitation Letter

Recipient's address**CP or RC address**

Dear Sir/Madam,

RE: INVITATION TO BE A PATIENT COUNSELLING EVENT JUDGE

I am _____ of (name of association) which is planning to host a Patient Counselling Event to take place during our pharmacy week celebrations/regional symposia. (etc)

I would like to cordially invite you to serve as a judge at this event (PCE) that we look forward to hosting at our institution to take place on _____.

This event is in line with Professional Development portfolio activities promoted by the International Pharmaceutical Students' Federation (IPSF). IPSF held its first patient counselling event at a congress in 1989 and today PCE is held at every World Congress, Regional Symposia and in national student associations annually. The main outcome of PCE is to help students enhance their counselling skills as they get the opportunity to practice among themselves and pick up new skills from the feedback given to them by the judges. The evaluation tool adopted is based on the Objective Structured Clinical Exam (OSCE) format used in Canada; this will be provided to you during the event.

I hope that you will find time to grace this event with your presence as we look to creating a positive impact on our noble profession of pharmacy.

Yours Sincerely,

Appendix 5

MCQ Case For Online Preliminary Round
Pharma Olympics Preliminary Round 2020

Please Read the Instructions Carefully

Participants are given 15 minutes to review the basic outline of the case, which includes a basic patient profile, medication/non-prescription product(s), and some background information regarding the patient. Please note that the information provided is not complete, and hence it is your duty to gather relevant information during the counselling.

It is suggested that you do further research and use other references to supplement your understanding of the case. You are not limited to what kind of materials you may use as your study reference. Please note - you may not bring in any references into the counsel.

Written long answers will be needed through Google Forms. Answers need to be written as you were talking to the patient face to face. You will have 1 hour to complete the task.

On behalf of the Professional Development Team of IPSF, we wish you a wonderful experience.

CASE 1, Mrs. Sara

Mrs. Sara Smith is 17 years old. She presented to the pharmacy with a prescription containing multiple drug therapy. She is diagnosed as microcytic hypochromic anemia and decided to visit her physician who prescribed these medications.

Personal Information

Name	Age	Gender
Sara Smith	17 years old	Female
Weight	Allergies	Current Medication(S)
46 kg	No known allergies	None

Iron containing tablets 500 mg/tab

Take one tablet by mouth, once a day for 2 months

Folic acid 2.5 mg/cap

Take one capsule by mouth, once a day for 2 months

Vitamin B 12 500 mcg/tab

Take 1 tablet by mouth, twice a day for 2 months

Patient follows up in 1 month.

1 March 2020

Signed:

Dr. Fares

Questions To Participants About Case 1 (Long Answers And MCQ):

- 1. Mrs. Sara Smith is worried about her multiple drug therapy as she is not familiar with it, provide comfort to Mrs. Sara, and show empathy. (long answer)**
- 2. Inform Mrs. Sara Smith why she is taking the medications and what each medication is used for. (long answer)**
- 3. Which would be a good advice to Mrs. Sara Smith for her treatment about hypochromic hypochromic anemia: (MCQ)**
 - a) Having the Iron tablets with a vitamin C supplement in order to avoid oxidation of the iron and improving its intestinal absorption. (TRUE)**
 - b) Having the Iron tablets with a vitamin D supplement in order to avoid oxidation of the iron and improving its intestinal absorption.**
 - c) Having the Iron tablets with a vitamin K supplement in order to avoid oxidation of the iron and improving its intestinal absorption.**
 - d) None of the answers above are true.**

4. Which of the following kinds of Iron complex can be prescribed to treat anemia: (MCQ)

- a) Ferrous fumarate
- b) Ferrous sulphate.
- c) Ferrous gluconate.
- d) All of the above could be considered, depending on circumstances and patient factors. (TRUE)

5. Why could be the reason Mrs. Sara Smith is having this kind of anemia? (MCQ)

- a) Menstruation could make Mrs. Sara lose blood, so in order to make new red blood cells more iron is needed. (TRUE)
- b) Menstruation could make Mrs. Sara lose blood, so in order to make new white blood cells more iron is needed.
- c) Menstruation could make Mrs. Sara lose blood, so in order to make new platelets more iron is needed.
- d) None of the answers above are true.

6. How does the folic acid exhibit its effect?(MCQ)

- a) Folic acid is involved in the biosynthesis of puric bases, and in erythropoiesis.
- b) Folic acid is involved in the biosynthesis of pyrimidinic bases, and in erythropoiesis.
- c) Folic acid is involved in the biosynthesis of puric and pyrimidinic bases, and in erythropoiesis. (TRUE)
- d) None of the answers above are true.

7. If Mrs. Sara Smith starts a contraceptive hormonal treatment, does she need to take something into account? (MCQ)

- a) Hormonal contraceptives can lower serum concentrations of vitamin B12. (TRUE)
- b) Hormonal contraceptives can lower serum concentrations of Iron.
- c) Hormonal contraceptives can lower serum concentrations of folic acid
- d) None of the answers above are true.

8. Where does Mrs. Sara Smith needs to keep the drugs for her treatment?(MCQ)

- a) In a dry and cool place, like the shelves of the kitchen, away from the children.
- b) In a cold place, like a plastic bag inside the fridge.
- c) In a humid place, like a medicine box in the bathroom, away from the children.
- d) In a dry and cool place, like a medicine box in the living room, away from the children. (TRUE)

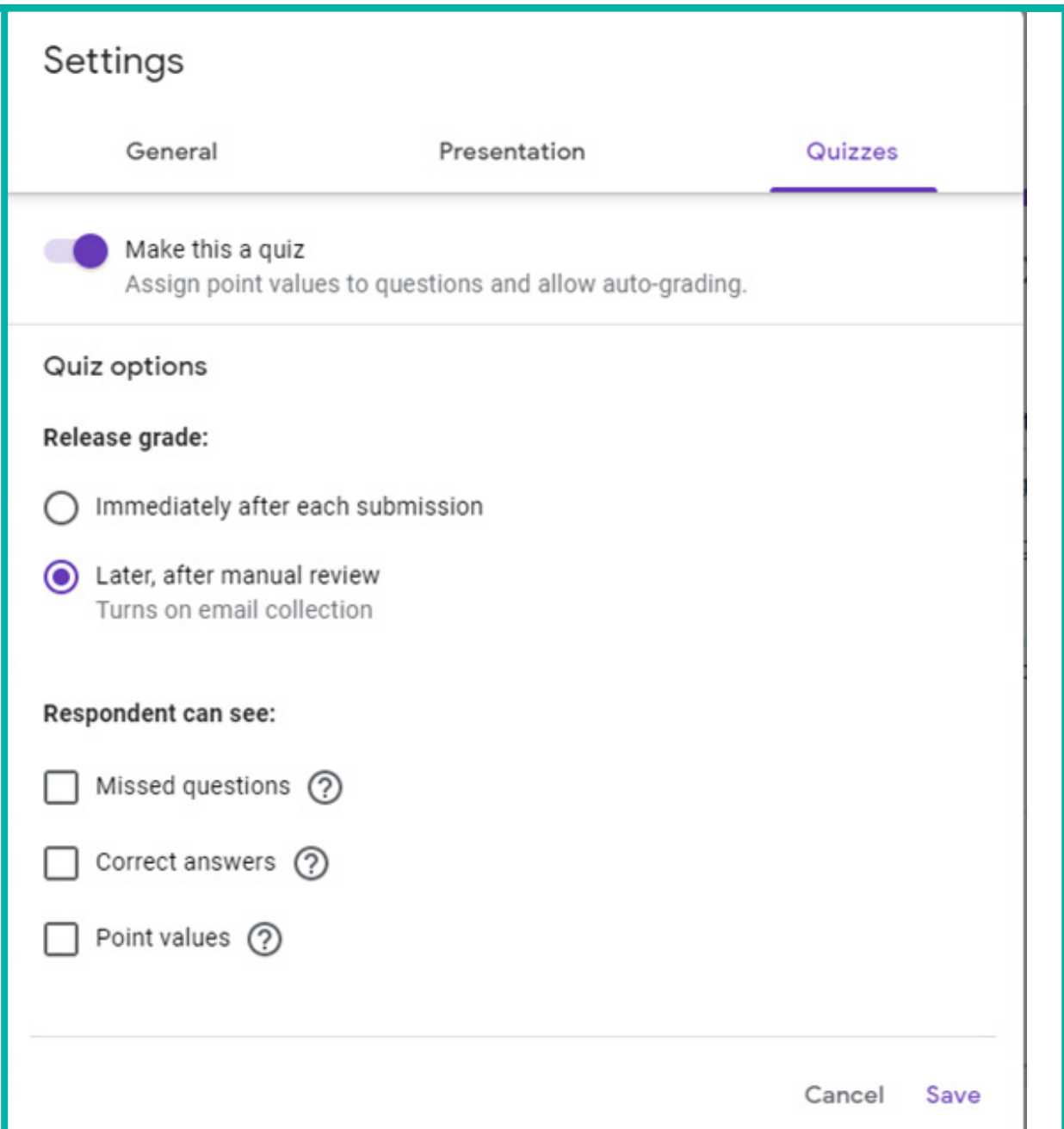
- 9. Inform Mrs. Sara Smith on how to take each of her medications and other points to be cautious of when using these medications.**

- 10. Explain to the patient the side effects of her medications and what she needs to do if she experiences the side effects.**

- 11. Any other counselling points you would like to add?**

Google Form Questionnaire Mode Instructions

1. First, create a Google Form. Then, go to settings (gear icon) and click the button for making a quiz. Remember to set to “Later, after manual review” and save settings.



The screenshot shows the 'Settings' page for a Google Form, specifically the 'Quizzes' tab. The 'General' tab is selected, and the 'Make this a quiz' toggle is turned on. Under 'Quiz options', the 'Release grade' section has 'Later, after manual review' selected. The 'Respondent can see' section has three unchecked options: 'Missed questions', 'Correct answers', and 'Point values'. The 'Cancel' and 'Save' buttons are at the bottom right.

Settings

General Presentation **Quizzes**

Make this a quiz
Assign point values to questions and allow auto-grading.

Quiz options

Release grade:

Immediately after each submission

Later, after manual review
Turns on email collection

Respondent can see:

Missed questions ?

Correct answers ?

Point values ?

Cancel Save

2. Next, set the first section as below.

Section 1 of 4

Pharma Olympics PCE Preliminary Round

Please read the instructions carefully!

Participants need to review the basic outline of the case, which includes a basic patient profile, medication/non-prescription product(s), and some background information regarding the patient. Please note, the information provided is not complete, and hence it is your duty to gather relevant information during the counselling.

It is suggested that you do further research and use other references to supplement your understanding of the case. You are not limited to what kind of materials you may use as your study reference.

Answers to long-answers questions and multiple choice questions will be needed through Google Forms. Answers need to be written as you were talking to the patient face to face. You will have 1 hour to complete the task.

On behalf of the Professional Development Team of IPSF, we wish you a wonderful experience.

Email address *

Valid email address

This form is collecting email addresses. [Change settings](#)

Name

Short answer text

Member Organisation, Country *

Short answer text

3. In the next section, set each question as below and click the answer key to allocate points or answer. Please note that it's one case for one section.

- Long Answer Question (LAQ)

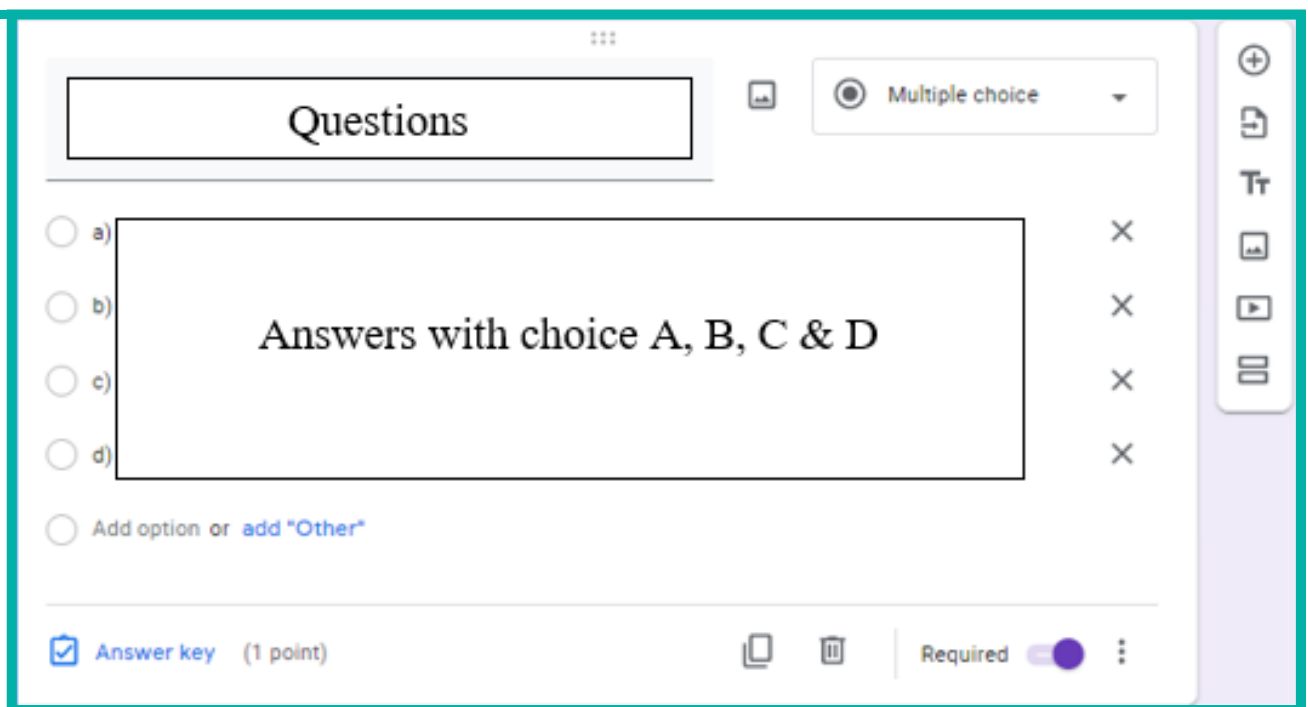
The screenshot shows the question editor interface for a Long Answer Question (LAQ). At the top, there is a "Question" text box and a "Paragraph" format dropdown menu. Below the question box is a "Long answer text" area. At the bottom, there is a "Answer key" section with a checkbox, a text input for "(5 points)", and a "Required" toggle switch which is currently turned on. A vertical toolbar on the right side contains various icons for editing and formatting.

The screenshot shows the "Edit feedback and points" dialog box. It features a checkbox labeled "Edit feedback and points:" which is checked. Below this is a large text input field containing the word "Question". To the right of the input field is a "points" field with a blue icon and a double-headed arrow, currently set to "5". Below the input field is a link that says "Add answer feedback". At the bottom right corner, there is a "Done" button.

Description

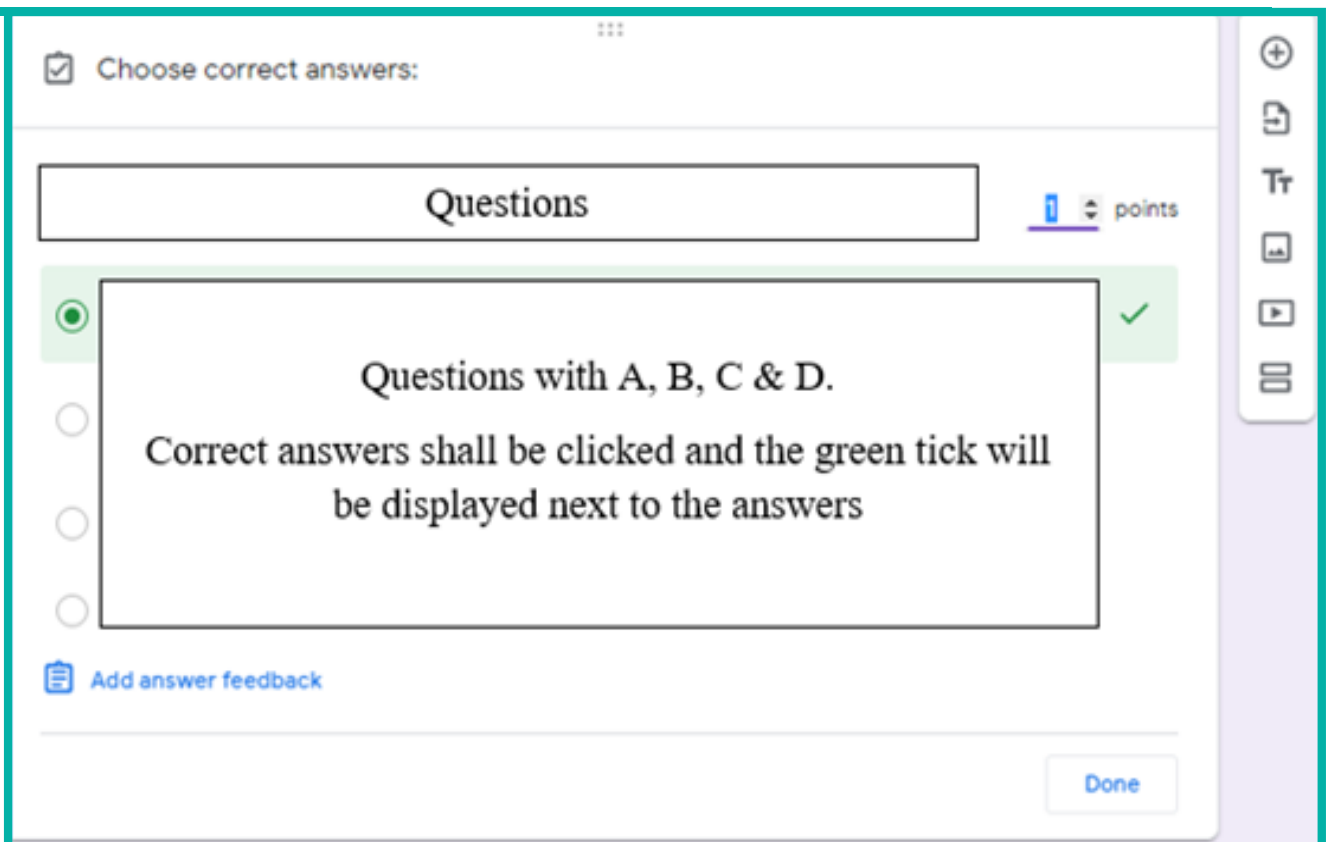
For feedback, the answers will normally be marked manually by the PCE team. Therefore, please do not add any answer feedback as displayed above.

- Multiple Choice Question (MCQ)



The screenshot shows a user interface for creating a Multiple Choice Question (MCQ). At the top, there is a header area with a "Questions" label and a "Multiple choice" dropdown menu. Below this, there is a large text input field containing the text "Answers with choice A, B, C & D". To the left of this field are four radio button options labeled a), b), c), and d). Below these options is a link that says "Add option or add 'Other'". At the bottom of the interface, there is a section for "Answer key" with a checked checkbox, "(1 point)", and a "Required" toggle switch that is turned on. There are also icons for copying and deleting the question, and a vertical toolbar on the right side with various editing tools.

4. Lastly, click “Done” and the questions are ready to be opened during the event day.



Choose correct answers:

Questions

points

Questions with A, B, C & D. ✓

Correct answers shall be clicked and the green tick will be displayed next to the answers

Add answer feedback

Done



Appendix 6

Good And Bad Counselling

Patient counselling is a key competency element of the Pharmaceutical Care process.

Given the advertising of medicines in the media and easy access to information on the internet, it is important for pharmacists to provide appropriate, understandable and relevant information to patients about their medication.

As a pharmacist, you should be highly visible and readily available to answer patient concerns and enquiries.

Counselling can be defined as a one on one interaction between a pharmacist and a patient or a caregiver. It is interactive in nature and should include an assessment of whether the information given was received as intended and that the patient understands how to use the information to increase the probability of positive therapeutic outcomes.

POINTERS	GOOD	BAD/POOR
Salutations	Formal and friendly	Informal and may not be friendly, inattentive
Eye contact	Establishes eye contact and is focused on the patient	Poor or no eye contact and may be preoccupied with something else (e.g reading a paper or using the phone)
Appropriate verbal communication	Uses simple and appropriate language	Improper language, jargon, etc.
Written communication	Provides written instructions in addition to the verbal instructions given (e.g Take 2 tablets once a day i.e. 2x1).	Does not include any written instruction.
Comprehensive drug information	Counsels the patient properly and seeks to know if they have understood, and engages the patient.	Very shallow counseling and does not engage the patient.
Allow patients to seek further information.	Open dialogue, two-way communication.	Does not allow the patient to ask, and if at all quickly dismisses them for others.
Confidentiality	Uses a tone that ensures patient details are not overheard by others and keeps patient information confidential.	Loud and does not care that other patients/ staff may hear the patient information which should be confidential.

The above table shows pointers that will be used by the actors to portray good and bad/poor counselling skills.

Here you can find a video about Good and Bad Counselling:

<https://youtu.be/kgknobglcFE>

Appendix 7

Sponsorship



Why Sponsor PCE?

PCE is an academic competition providing hands-on exposures to proper patient counselling led by pharmacists. It is aimed to improve professional competencies, and is held on a platform for more than 500,000 pharmacy students and recent graduates. By sponsoring PCE, sponsors will be able to expose their product via a case given for participants. It will also serve as an opportunity to foster increased understanding of optimal use of the medication to the next pharmaceutical leaders, thus benefiting the profession, health professionals and patient communities.

The PCE is a successful and effective event as the contestants go back to their countries and contribute to improving clinical outcomes, patient education, medication adherence, and patient's quality of life while reducing health service utilisation among patients.

In partnership with IPSEF, the sponsors will help mold successful pharmacists, and thus create a better future for the profession. Furthermore, various connection opportunities with our members will raise global awareness of your organisation and pave the way for future professional collaborations.

For PCE Winners

- Cash prizes
- Internship opportunity in the sponsor company
- A tailor-made visit to the sponsor company and get-together with employees
- Grants for attending a conference or congress hosted by the sponsor company
- Award medals, trophies, and/or printed certificate in a frame

For PCE Participants

- Sample products that participants can demonstrate during the competition
- Promotional materials from the sponsor company (e.g. T-shirt, pen, USB drive, notepad, tumbler, etc.)
- Products from the sponsor company that customers would typically have to purchase (e.g. vitamins, supplements, medical devices, etc.)
- Membership or an upgraded membership for a certain period of time (For subscription-based businesses)

The detailed sponsorship options will be decided after the discussion with the sponsors. The sponsors are welcomed to propose suggestions for other sponsored items that are not on the list above.

Sponsorship Benefits

Promote your company's product at the event site via cases

- The sponsors would be able to introduce one of the company's products in a case that will be distributed to the PCE participants. This exposure will serve as an excellent promotional opportunity for a newly launched or already marketed product.

Promote your company at the event site

- Introductory workshop session delivered by sponsor in collaboration with IPSF.
- Company banner and poster on the workshop site.
- Company name, logo and website link on event publications (powerpoint slides, guidelines, cases, certificates, etc.)

Promote your company through the official IPSF website and social media

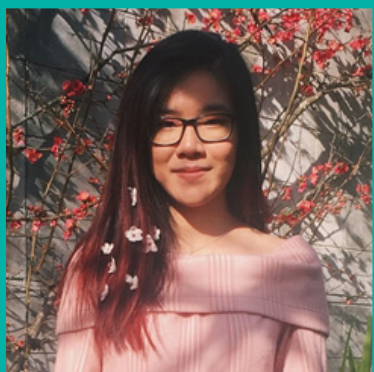
- IPSF actively utilises our official website and Social Networking Services (SNS) channels including Instagram and Facebook. In addition, IPSF's 127 member organisations' online channels will be an effective link between your company and 500,000 pharmacy students and young pharmacists.

- Promote your company through the IPSF newsletter
- IPSF produces and distributes an array of publications during the year to disseminate our activities and provide an outlook on past and current projects.

PCE



Testimonials



Ms. Denise Lam
NZAPS-O, New Zealand

1st Runner-Up of IPSF PCE Advanced
in APPS 2019

I was firstly introduced to the PCE competition as we were planning for our Bandung APPS trip. As we have OSCE exams at the end of the year, I thought joining PCE would be a valuable opportunity to practice and gain confidence.

The days leading up to the competition - including attending the workshop, studying the cases and participating in the beginner and advanced round itself, had been extremely educational and rewarding. The experience allowed me to improve my communication and interpersonal skills whilst gaining insight into how different countries and students approach patient interaction. As a result, this gave me a more worldly perspective on how pharmacists around the world deliver health care to patients. I was able to then adopt some of the mannerism and speech I learned from others, and build upon the skills I already have.

As I had such a positive experience, I would also recommend all pharmacy students to join PCE. It's a meaningful way to enhance your communication skills, and learn from others outside the typical classroom environment. Most importantly it allows us to reflect on how we as pharmacists around the world, can provide better healthcare experiences to our patients.



Ms. Khadidja Medjahed
ASEPA, Algeria

Participant of IPSF PCE Advanced
in WC 2019

At the World Congress in Rwanda, I had the opportunity to take part in the PCE advanced competition. I wanted to test the knowledge I've acquired through classes in university. Moreover, using and improving my communication skills since it's a neglected part of most academic systems.

Before the competition, we had two interactive workshops about patient counseling, we discussed its importance, Do's and Don'ts, and finished with a simulation. On the D-day, we were given a case to study in 15 minutes before starting the counseling session with the patient. It was a short experience, and yet praiseworthy, the feedback I had received helped me have a better grasp of effective patient counseling. Such events allow us, future pharmacists, to enrich our clinical knowledge and soft skills, striving to provide better healthcare for patients. Hence, I encourage everyone to participate in the next PCE.

Acknowledgements

Mr. Niranjan Ganeshkumar

IPSF Chairperson of Professional Development 2020-21

Email: pd@ipsf.org

Mr. Gonzalo Miguel Adsuar-Meseguer

IPSF Patient Counselling Event Coordinator 2020-21

Email: patientcounselling@ipsf.org

Ms. Sofiya Terekhovska

IPSF PARO Chairperson 2020-2021

Email: chairperson@paro.ipsf.org

Professional Development Committee 2020-2021

Ms. Precious Ekpotu

Mr. Ismail Jomha

Ms. Rosa Sidiq

Ms. Teodora Milošević

Mr. Yusuf Babatunde

Mr. Steven Heng Xi Wen

Media & Publications

Ms. Amira Ali

IPSF Chairperson of Media and Publications 2020-2021

Mr. Kenneth Bitrus David

IPSF Editorial and Translation Coordinator 2020-2021

Mr. Mohamed Ashraf

IPSF Visuals and Creativity Coordinator 2020-2021

Mr. Mohammed Diaa

IPSF Visuals and Creativity Committee Member 2020-2021

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IPSF is the leading international advocacy organisation for pharmacy students with the aim to promote improved public health through the provision of information, education, and networking opportunities as well as a range of publications and professional initiatives.

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