



# Medication History

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Teaching assistant

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1. Knock on the door and request permission to enter the room.
2. Introduce yourself
3. Try to achieve Privacy
4. Make sure the patient is comfortable
5. Communicate at eye level of the patient or lower
6. Remove distractions
7. Clarify the purpose of the interview
8. Obtain the patient's permission for the interview
9. Verify the patient's name and correct pronunciation
10. Address the patient by the appropriate title
11. Maintain eye contact with the patient

# Patient Oriented Process Skills

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1. Provide clear instructions regarding the interview and expectations for the patient
2. Use a balance of open ended and closed ended questions
3. Use vocabulary geared to the patient
4. Use nonbiased questions
5. Give the patient time to respond Interrupt or redirect as necessary but don't interrupt
6. Interrupt or direct as necessary but not when patient is on track
7. Listen to the patient
8. Discuss one topic at a time
9. Move from general to specific topics
10. Pursue unclear questions until they are clarified

# Communication Skills

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11. Ask simple questions
12. Identify and recognize patient feelings. Verbally acknowledge appropriate or hostile feelings.
13. Give feedback to the patient.
14. Obtain feedback from the patient
15. Attend to patient cues
16. Invite the patient to ask questions
17. Answer patient questions
18. Use transitional statements and summarization
19. Close the interview

# Communication Skills

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1. Use technical language and medical jargon
2. Frequently interrupting the patient
3. Ask leading questions
4. Allowing frequent external interruptions
5. Expressing bias and personal prejudice
6. Maintain a closed posture Reading notes and charts at the interview
7. Projecting a superior or threatening posture

# Hindering Behaviors

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8. Engaging in sarcasm
9. Making derogatory statements about other healthcare professionals
10. Ignoring emotions displayed by the patient
11. Speaking too quickly or too slowly or mumbling
12. Asking multiple questions
13. Asking rapid fire questions
14. Perpetuating cultural barriers

# Hindering Behaviors

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- Open-ended questions
- More direct and targeted questions.
- Leading questions
- Multiple choice questions
- Yes no questions
- Rapid fire questions

# The Questioning Techniques

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# **1. Demographic Information**

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- Generic name + Dose + Frequency + Duration + Indication + Time
- Specify PRN
- All prescription Mds should be included even if they are supplements or often considered as OTC.
  - E.g. Panadol , Vitamin C

## **2. Current Prescription Mds**

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- Generic name + Dose + Frequency + Duration + Indication + Time
- Why discontinued

## **3. Past Prescription Mds**

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- Generic name + Dose + Frequency + Duration + Indication + Time
- Specify PRN

## **4. Current Non- Prescription Mds**

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- Generic name + Dose + Frequency + Duration + Indication + Time
- Why discontinued

## **5. Past Non- Prescription Mds**

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- Includes herbs, drinks, etc
- Write precise quantities
- Ask Why the patient took it (indication)

## **6. Alternative Remedies**

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- Generic name + Dose + Frequency + Duration + Indication + Time
- Ask Why the patient took it

# Supplements

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- Description of allergy
- Time

## **7. Allergy**

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- Reference to possible drugs and investigate

## **8. Adverse Drug Reactions**

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- Low fat
- Low sodium
- Low calories
- Low fiber
- High fiber
- Low sugar
- High sugar

## **9. Dietary Information**

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- Not direct questions
- Gentle probing. E.g. ?
- Describe in details ?
- Sympathetic confrontation
- Nonjudgmental

## **10. Patient Compliance**

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**Questions?**

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