

	DOCUMENT NAME	DOCUMENT NUMBER
	INFORMING USERS ABOUT THEIR MEDICINES	

VERSION	1	
COMPILED BY		DATE 07/2025
AUTHORIZED BY		
NEXT REVISION DATE		07/2027

Criterion: 2.3.1.1.5.1

Standard: The practice must ensure that medication is prescribed in accordance with legislation and best practice guidelines.

Assessment Type: Patient Interview

Risk Rating: Vital Measure

1. PURPOSE & SCOPE

To ensure that all users who receive medication are adequately informed about their medicines to promote safe, effective, and compliant use

This SOP applies to all healthcare professionals involved in the prescribing, dispensing, and patient education regarding medicines.

2. RESPONSIBILITIES

<u>Job description of person responsible</u>	<u>Duties</u>
Prescriber	Ensure the prescription is appropriate and complete.
Dispenser	Provide verbal instructions, reinforce with written guidance if needed.
All staff	Create an environment where patients feel comfortable to ask questions.

3. APPLICABLE REGULATIONS AND GUIDELINES

Pharmacy Act 53 of 1974

Medicines and Related Substances Act 101 of 1965

Good Pharmacy Practice (SAPC)

National Department of Health Medicine Guidelines

4. PROCEDURE

Step	Description
1	Explain the name and purpose of each medicine in plain language (e.g., "This is paracetamol – it is for your pain and fever").
2	Inform the user when to take the medicine (frequency and timing e.g., "Take one tablet in the morning and one at night").
3	Explain how to take the medicine – route of administration (e.g., orally, sublingually, with a syringe, inhaler,

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Step	Description
	etc.).
4	Advise whether to take with food (e.g., "Take this after food to avoid stomach upset" or "Take on an empty stomach").
5	Describe the common side-effects (e.g., "This antibiotic might cause mild nausea or diarrhoea"). Only the most relevant and frequent should be discussed.
6	Encourage questions – users must be given the chance to ask about their medicines and express any concerns.

5. INTERNAL SUPPORTING DOCUMENTATION

Document	Number	Retention period	Location

6. ATTACHMENT

- Verbal counselling must be recorded in the patient's file (digital or paper).
- Where applicable, provide a **written patient information leaflet (PIL)** or label instructions clearly

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Audit Tool: Patient Interview Checklist

You can use the following format to conduct patient interviews:

User Interview Compliance Checklist

Aspect	User 1	User 2	User 3
1. Informed about what each medicine is for			
2. Informed when to take the medicine			
3. Informed how to take the medicine (route)			
4. Informed whether to take with or without food			
5. Informed about common side-effects			
6. Given opportunity to ask questions			

Scoring:

- **1 = Informed**
- **0 = Not Informed**
- **N/A = Not Applicable**



Compliance Monitoring

Regular internal audits should be conducted using the interview checklist. Scores below 100% should be followed by:

- Immediate corrective counselling (if possible)
- Staff refresher training on patient communication

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Receipt Acknowledgement for this SOP

I have read and been informed about the content, requirements, and expectations of this policy for this practice. I understand that if I have questions, at any time, regarding this policy, I will consult with my immediate supervisor or my Human Resources staff members. Please read the policy/procedure carefully to ensure that you understand the policy/procedure before signing this document.

Employee Signature	Employee Printed Name	DATE	Employee Signature	Employee Printed Name	DATE