



Do your customers get the best possible professional advice from your pharmacy? See what expert pharmacists have to say.

You are invited to submit your responses to the following case study for collation. We will provide you with a copy of the aggregated responses which will provide a ‘snapshot’ of how your colleagues responded to this case, as well as feedback and commentary from expert pharmacists. Mail to: NPS, 9 Leichhardt Street, Darlinghurst 2010 or fax (02) 9332 3955.

Mrs Harriet Miller is a 67 year old retired teacher who has diabetes mellitus type II and hypertension. She is currently taking the following medication:

- Irbesartan 150mg once daily
- Mixtard® 30/70 insulin twice daily
- Metformin 850mg three times daily

Mrs Miller tells you that she had previously been taking enalapril 10mg daily but suffered a persistent cough and her doctor switched her to irbesartan. Mrs Miller tells you that after three months of therapy with the new tablet the cough is back. A description of the cough indicates that it is a tickling sensation at the back of the throat, unproductive and is often worse at night when she is lying down.

Mrs Miller is a regular smoker and overweight. Her diabetes and hypertension are well controlled on the current medication combination.

PLEASE COMPLETE IN BALL POINT PEN

Q1 What questions would you ask about the patient’s cough?

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Q2 What are the possible medication-related problems?

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Q3 What pharmaceutical care would you offer Mrs Miller?

- Referral to GP for:
- Counselling for medication-related issues:
- Counselling for non-pharmacological issues:
- Provide information:
- Recommend over-the-counter products:

Q4 What options might Mrs Miller’s doctor pursue to deal with this problem?

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Your name:

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Your address:

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Postcode:

Fax No:

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