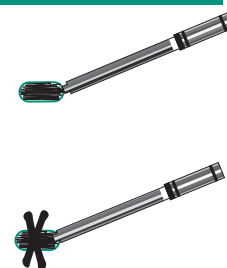


Managing the common cold: self-audit form

Completing the form

- Complete the form as soon as possible after each customer with a common cold is served.
- Either the pharmacist or pharmacy assistant may complete the form. The pharmacist conducting the self-audit should oversee the completion of all forms.
- Completely fill in the bubbles with black biro (as shown on right). Do not use pencil.
- If you make a mistake use white correction fluid or cross through the bubble clearly (as shown on right).
- Mark appropriate response for this patient for all questions in sections A, C and D.
- **Complete section B only if green bubbles were marked in section A.**
If the green bubbles in section A were marked by the pharmacy assistant, the customer should have been referred to the pharmacist who should then complete section B.



SECTION A: Screening the request (to be completed by pharmacist and/or pharmacy assistant)				
How old was the patient?	<input type="radio"/> < 2 years	<input checked="" type="radio"/> 2 – <12 years	<input type="radio"/> 12 – 65 years	<input type="radio"/> > 65 years
Did the customer make a direct product request?	<input type="radio"/> Yes	<input type="radio"/> No		
If 'yes': Had the patient used it before?	<input type="radio"/> Yes	<input checked="" type="radio"/> No		<input type="radio"/> Not asked
Did it work?	<input type="radio"/> Yes	<input checked="" type="radio"/> No	<input type="radio"/> Partially	<input type="radio"/> Not asked
Did the customer make a symptom based request?	<input checked="" type="radio"/> Yes	<input type="radio"/> No		
Was the patient pregnant or breastfeeding or did they have any medical conditions, e.g. heart, kidney or lung problems?	<input checked="" type="radio"/> Yes	<input type="radio"/> No		<input type="radio"/> Not asked
Was the patient taking any other medications?	<input checked="" type="radio"/> Yes	<input type="radio"/> No		<input type="radio"/> Not asked

SECTION B: Gathering more information (to be completed by pharmacist only)	
What were the main symptoms? <input type="radio"/> Symptoms suggestive of a cold <input type="radio"/> Symptoms that indicate that referral to a medical practitioner is needed <input type="radio"/> Other <input type="radio"/> Customer not asked	Symptoms may indicate more than a common cold because of their nature, severity or duration. See NPS <i>Pharmacy Letter 5</i> for more information.
How long have symptoms been present? <input type="radio"/> < 7 days <input type="radio"/> 8 – 14 days <input type="radio"/> >14 days <input type="radio"/> Customer not asked	Consider normal course of illness Normal symptom duration is <7 days, some colds persist for up to 14 days but symptoms should be improving over this time. For recurrent or long duration symptoms consider another cause and referral to a doctor.
Did the patient have any reason for special consideration? <input type="radio"/> Yes <input type="radio"/> No <input type="radio"/> Customer not asked	Be aware of precautions and contraindications.
If 'yes' please indicate below: <input type="radio"/> Child less than 2 years old	Consider referral to a doctor. Paracetamol and normal saline nasal drops recommended. Check age restrictions for all products.
<input type="radio"/> Immune compromised patients, e.g. human immunodeficiency virus (HIV), leukemia	At risk of atypical infections, may need medical assessment.
<input type="radio"/> Asthma, chronic obstructive pulmonary disease (COPD) or insulin requiring diabetes	Consider referral to a doctor for management of asthma, COPD or diabetes while unwell.
<input type="radio"/> History of rheumatic heart disease or those at risk of rheumatic heart disease	Consider referral to a doctor for antibiotic treatment especially if complaining of a sore throat.
<input type="radio"/> Diabetes, heart disease, hypertension, prostatic hypertrophy, glaucoma, hyperthyroidism	Use oral decongestants with caution. [†]
<input type="radio"/> Epilepsy*, prostatic hypertrophy, glaucoma, hyperthyroidism	Use sedating antihistamines with caution. [†]
<input type="radio"/> Heart failure, renal impairment, uncontrolled hypertension, asthma, history of peptic ulcer or bleeding disorder	Use aspirin and NSAIDs with caution. [†]
<input type="radio"/> Autoimmune diseases, HIV, multiple sclerosis and tuberculosis	Use <i>echinacea</i> with caution.
<input type="radio"/> Pregnancy and/or lactation	Complex, see <i>Australian Medicines Handbook 2002</i> or <i>Prescribing medicines in Pregnancy</i> .
<input type="radio"/> Hepatic impairment or renal impairment	Complex [†] , may need dosage adjustment.
<input type="radio"/> Other	

SECTION B

SECTION B continued: Gathering more information (to be completed by pharmacist only)

Was the patient taking any other medication(s)?

 Yes No Customer not asked

If 'yes' please indicate below:

 Paracetamol containing drugs NSAIDs, aspirin, corticosteroids, anticoagulants MAOIs or sympathomimetic drugs CNS depressants, anticholinergic agents or levodopa Immunosuppressive agents, e.g. corticosteroids, methotrexate Other

Be aware of drug-drug interactions.

Calculate daily paracetamol intake and advise patient accordingly.

Avoid aspirin and NSAID containing products.

Avoid oral decongestants.[†]Avoid sedating antihistamines.[†]Use *echinacea* with caution.

Had any other treatment been tried in this or previous episodes?

 Yes No Customer not asked

Consider previous medication use.

Check drug used, efficacy[#], dose and frequency of therapy are appropriate.

SECTION C

SECTION C: Medication selection and advice (to be completed by pharmacist and/or pharmacy assistant)
First line therapies are in bold text. No medication recommendedMedication(s) supplied as a combination product yes noNumber of products supplied: 0 1 2 3 4 or more.Medication(s)
recommendedMedication(s)
suppliedMedication: see *Pharmacy Letter 5* for drugs
within each class.Select medication based on symptoms
and patient history**Paracetamol**

Fever, headache, facial pain, body aches and sore throat.

NSAID

Aspirin

Oral decongestant

Sneezing, runny nose, nasal congestion and possibly cough.

Intra-nasal decongestant

Locally acting preparations reduce systemic side effects.

Sedating oral antihistamine

Less sedating oral antihistamine

Intra-nasal normal saline

Nasal decongestion, generally ineffective.

Antitussives

Non-productive cough, generally ineffective.

Expectorant

Productive cough, guaiphenesin probably effective.

Mucolytic

Thick secretions, probably effective.

Gargle, lozenge (not zinc), throat spray

Sore throat, generally ineffective.

Zinc lozenge

Vitamin C

Prevention and treatment of symptoms, generally ineffective.

Echinacea

Other (Please specify) _____

Referred to doctor: Not referred If symptoms persist If treatment ineffective Referred immediately

Other action(s)

 Provide common sense advice**Rest, maintain fluids, steam inhalation.** Provided advice on dose, frequency, administration and side effects of medications Provided written patient informationConsider NPS *common colds need common sense* patient brochure, NPS symptomatic management pad, PSA *self care card*. Other (please specify) _____

SECTION D

SECTION D: Self-assessment (to be completed by pharmacist and/or pharmacy assistant)

Were you able to provide quality advice on the management of common cold to this customer?

 Fully Substantially Partially No

If 'no' or 'partially' please give details of barriers to best practice:

 Consumer factors Economic factors Time factors Staff factors
 Other (please specify) _____

Who served this customer? (more than one response may apply)

 Pharmacist Pre-registration pharmacist Pharmacy student Pharmacy assistant

When the customer was initially served by a staff member other than the pharmacist, was the customer referred to the pharmacist as recommended in section A?

(one response only) Yes No Pharmacist intervened Referral not necessary in this case

* promethazine, trimeprazine and methdilazine only

† See Australian Medicines Handbook 2002, or product information for further information.

Confirm whether previous use resulted in complete, partial or nil response.