

# Patient Inquiries About Renewals

*Over the coming months the public will become more aware of the expanded scope pharmacists have been given which will likely lead to a little confusion and a lot of questions.*

*The scenario below is an example of a potential conversation between a patient and pharmacist and is intended to help guide you in answering some of the questions which will likely arise.*

## **Patient asks...**

"I heard somewhere that you can now renew my prescription – is that true?"

## **Pharmacist responds..**

"Maybe. It is true that pharmacists now have the authority to renew prescriptions for chronic, stable conditions (same medication, without change, for a minimum of six months). However each situation has to be considered independently. What it really depends on is how well I know your condition and your drug therapy. Let's take a look..."

## **Patient asks...**

"How can I trust that you know what you are doing?"

## **Pharmacist responds...**

"Pharmacists really are medication experts and we have more training in drug therapy than almost any other health care provider. But more importantly, I won't renew a prescription unless I'm confident that it will optimize your treatment and you are comfortable with the decision. Once I renew the prescription, I take responsibility for it, so you can be sure that I will be confident in my decision."

## **Patient asks..**

"What about my doctor? Is he going to be upset by this? Does this mean I never have to go back to see him?"

## **Pharmacist responds...**

"My renewal of your prescription in no way replaces the role your physician plays. First of all, as part of the process of renewing your prescription I will be notifying your doctor of what we have done and why. In the unlikely event that your doctor has any concerns about this they will contact one of us. Secondly, I can only renew your prescription for a maximum of six months from the date of the original prescription so at some point I will be referring you back to your doctor."