

HEALTH SERVICES POLICY & PROCEDURE MANUAL

North Carolina Department Of Correction
Division Of Prisons

SECTION: Patient Education

POLICY # PE-4

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SUBJECT: Medication Education and Counseling

EFFECTIVE DATE: April 2012

SUPERCEDES DATE: November 2008

References

Related ACA Standards

4th Edition Standards for adult Correctional
Institutions 4-4361

PURPOSE

To educate inmates through effective counseling **concerning** the reason for taking the medication, the effects of the medication, and the importance of adherence to medication regimens. The overall purpose of education/counseling is to improve therapeutic outcomes by maximizing the proper use of the prescription medication or device.

POLICY

Educational information about medications is provided for inmates, using the printed materials provided by the pharmacy and verbally by the provider and/or nurse. Printed materials are written at an educational level that facilitates comprehension by the inmates. The nurse extender reinforces the patient education provided by the nurse.

Specific areas of patient education include, but are not limited to, the following elements.

- Name, description, and purpose of the medicine
- Route, dosage, administration, techniques for use, and continuity of therapy (adherence to therapy)
- Special directions for use by the patient
- **Common, severe, or adverse side** effects or interactions **which** may be encountered, including avoidance of therapeutic duplication and what to do if such a situation occurs
- Techniques for self monitoring
- Proper cleaning and/or storage
- Action to be taken in the event of a missed dose or adverse reaction

PROCEDURE

All new prescriptions sent from the pharmacy **shall be** accompanied by printed materials about **the medication or device** ordered and dispensed. The nurse or prescriber **shall** counsel the inmate about the medication or device, and offer the printed material when the inmate receives the medication or device into his possession for self-medication administration.

For direct observation therapy (DOT) administration, nurses and nurse extenders **shall** provide information to the inmates either verbally or with printed materials at the time of medication administration. Nurses will counsel inmates who are not adherent with taking essential medications per institutional policy. Counseling inmates because they do not adhere to the drug therapy regimen must be documented in the medical record. The Provider is to be notified if the inmate refuses a dose of life sustaining medication or has continued refusal of a medication.

All patient education and counseling efforts **shall** be documented in the inmate's medical record.



4/23/12

Paula Y. Smith, MD, Chief of Health Services

Date

SOR: Director of Pharmacy
Director of Nursing