



# Providing a Professional and Private Workspace for Patient Appointments with a Primary Care Clinical Pharmacist (PCCP)



**When meeting with patients in person or virtually, putting the patient at ease by providing a safe and confidential meeting space free of distractions is critical.**

A Primary Care Clinical Pharmacist (PCCP) provides 1:1 consultations to engage the patient in an in-depth discussion about their health and medical history, personal attitudes and medication beliefs, and how their medications are working for them. This in-depth assessment is followed by the development of a detailed care plan that the PCCP then implements with the team for the patient to receive optimal benefit from their medications. Consultations must be conducted in a professional and private manner applied through the lens of the patient.

*Ask yourself if you would feel comfortable discussing your own personal health issues in this space.*

An appropriate consultation space is an area where the PCCP can meet and consult with a patient, remotely (telephone or video call) or in-person, that meets the following conditions:

- Patient privacy is protected – no one can overhear conversation or view documentation
- Patients are able to share information freely, safely and confidently
- The PCCP can make well-informed and undistracted decisions regarding the patient’s therapies

## Quick Check List

1. Does the space inspire patient confidence in the consultation?
2. Is the space private and professional?
3. Is the space suitable for in-person, virtual consultations, or both?
4. If the space shared by other team members, how can scheduling be used to ensure PCCP consultations are private and professional?
5. Is there good and stable Wi-Fi access for the PCCP to utilize online tools?

Similar to any medical clinic, a central space arranged by a Primary Care Network (PCN) need to ensure that a PCCP can provide patient care in a workspace that is private or semi-private with suitable visual and sound barriers.<sup>1</sup>

## Identifying the ideal space<sup>2</sup>

- The appearance of the space should inspire patient confidence in the service and professionalism of the PCCP.
- The space should be accessible to patient’s with disabilities or mobility constraints.
- An office space can double as a private consultation area when free of other office team members and background noise for the duration of the consultation.
- Semi-private areas should be separated by walls that provide the space with a distinct sense of privacy, masking sounds and visual intrusions.
- When family members accompany the patient for in-person consultations, the area must be able to accommodate them.

*Providing a welcoming professional and private space for patient consultations with the PCCP is a key factor in building a trusting relationship that supports the entire PCN Team in providing better health outcomes and higher quality of life for patients.*



For additional information regarding PCNs establishing work space(s) for inter-professional team members please refer to the following:

[GPSC Primary Care Network Planning and Implementation Guide](#)

<sup>1</sup>Pharmacy Operations and Drug Scheduling Act- Bylaws, 7 May 2020, library.bcpharmacists.org/6\_Resources/1/Provincial\_Legislation/5082-PODSA\_Bylaws.pdf

<sup>2</sup>NAPRA Resource for Pharmacy Operators, 2009 napra.ca/sites/defaultfiles/2018-01/Resources\_for\_Pharmacy\_Operators.pdf