**What-Stop-Go protocol for providing Pharmacy Medicines and Pharmacist Only Medicines**

**WHAT**  
Determine WHAT is wrong.  
Assess the patient's current medicines and health status.

- Who is the patient?
- How long have symptoms been present?
- Actual symptoms - what are they?
- Treatment for this or any other condition?

**STOP**  
STOP and assess the situation.

- Symptoms or side effects caused by other conditions and/or medicines?
- Totally sure - any special patient needs or circumstances?
- Overuse/abuse - how often has the patient been taking the medicine or self-treating the condition?
- Pharmacist Only - always refer to the pharmacist. Check whether the patient would like to speak to the pharmacist.

**GO**  
Supply medicine if appropriate and provide advice.

Ask the patient if they have any further questions.  
Would the patient like a CMI for the Pharmacist Only Medicine? Provide advice on how to use the medicine.
CARER protocol for providing Pharmacy Medicines and Pharmacist Only Medicines

Your pharmacy's protocols should indicate when the pharmacy assistant must refer to the pharmacist.

**C** CHECK
- WHO is the patient?
- WHAT are the symptoms?
- WHAT has been tried?
- HOW LONG have the symptoms been present?
- Other MEDICATION?
- Other CONDITIONS?

**A** ASSESS
- Diagnosis CLEAR?
- Medication therapy MOST APPROPRIATE?
- Possible INTERACTIONS?
- TRAINED and CONFIDENT?

**R** RESPOND
- RECOMMEND appropriate therapy?
- REFER if uncertain, OR
- RECONSIDER if medication inappropriate

**E** EXPLAIN
- VERBAL directions
- WRITTEN support
- WHAT TO DO if not improved
- REASONS for referral

**R** RECORD
- IF LEGALLY REQUIRED
- Provide ONGOING CARE
- If REFERRED
- If MISUSE/ABUSE suspected

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