

	Patient #1	Patient #2	Patient #3
Eye Drops	(C)haracteristics (C)onditions (N)ame (S)eeK Step 9 EYSMND185	(A)ggravating (A)llergies (U)se (W)arnings Step 4 EYSMND261	(L)ocation (M)edications (D)osage (N)on-pharm Step 3 EYSMND309
Ear Drops	(O)nset (A)llergies (D)osage (W)arnings Step 8 ERSMND134	(H)istory (M)edications (N)ame (N)on-pharm Step 11 ERSMND202	(R)emitting (C)onditions (U)se (S)eeK Step 3 ERSMND379

KEY – Information for OTC Recommendation & Counseling – EYE DROPS

Scenario	<p>Patient = Hello, can you help me choose an eye drop?</p> <p>Pharmacist = I would be happy to help you select a product for your eyes. To do that I'll need to ask you some clarifying questions to help me choose the best product for you.</p>																																																	
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Product or Treatment Selected	Patient is experiencing exacerbation of her dry eye condition. She also has occasional ocular pruritus that is not being controlled by her current therapy. Continue with her artificial tears as needed. Start ketotifen topical drops twice daily for suspected allergy flare-up, especially during peak seasonal times.	
Patient Counseling & Administration:	PHARMACIST	
	(N)ame	The name of the product I am recommending for you is ketotifen fumarate 0.025% ophthalmic solution .
	(U)se	This medicine will help reduce the redness and itchy eye symptoms you are experiencing due to seasonal allergies.
	(D)osage	The dosing instructions are to place 1 drop into each eye twice daily, about 8 to 12 hours apart. Do not use more than twice daily. You do not need to use the drops if you do not notice any irritation, especially if you have not gone outside. Supplement throughout the day with the artificial tear product as needed, but wait at least 5 minutes after instilling the ketotifen eye drops.
	(A)ministration	<p>Let me take a moment to review with you how to safely administer this eye drop:</p> <ul style="list-style-type: none"> • First, wash your hands thoroughly with soap and water. • Next, check the dropper tip to make sure that it is not chipped or cracked. • Avoid touching the dropper tip against your eye or anything else, eye droppers must be kept clean. • While tilting your head back, pull down the lower lid of your eye with your index finger to form a pocket. • Hold the dropper, tip down with the other hand, as close to the eye as possible without touching it. • Brace the remaining fingers of that hand against your face. • While looking up, gently squeeze the dropper so that a single drop falls into the pocket made by the lower eyelid. • Remove your index finger from the lower eyelid. • Close your eye for 2 to 3 minutes and tip your head down as though looking at the floor. Try not to blink or squeeze your eyelids. • Place a finger on the tear duct near the inside corner of your eye and apply gentle pressure. • Wipe any excess liquid from your face with a tissue. • Replace and tighten the cap on the dropper bottle. Do not wipe or rinse the dropper tip. <p>Lastly, wash your hands to remove any medication.</p>
	(W)arnings	As you can see there is a warnings section here on the box. I would point out that transient burning, stinging, and discomfort may occur on instillation of the drops. Also, if you use contacts, remove them first and then wait 10 minutes after giving the drops before reinserting them.
	(N)on-pharm	Besides using eyedrops, helpful measures can include checking pollen count to guide outdoor activity, keeping doors and windows closed, running the home's air conditioning, and using air filters. In addition, consider applying a cold compress to the eyes 3 or 4 times a day to help reduce redness and itching.
	(S)eek	If the eye pain and redness get worse, or does not improve after 3 days, contact your primary care provider.
	Conclusion	It was a pleasure speaking with you. If you have any questions about this eye drop when you get home, please feel free to contact us here at the pharmacy.

KEY – Information for OTC Recommendation & Counseling

Scenario	<p>Patient = Can you recommend something that can help me hear better and eliminate a moist feeling from my ears?</p> <p>Pharmacist = I would be happy to help you select a product for your ears. To do that I'll need to ask you some clarifying questions to help me choose the best product for you.</p>																																					
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Product or Treatment Selected	The goal is to remove excess moisture from the ear canal using an isopropyl alcohol 95% in anhydrous glycerin 5% otic drop. It should also be recommended that patient avoid using cotton-tipped swabs in the ears.																																					
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(N)ame	The name of the product I am recommending for you is Ear Drops for Swimmers. These drops contain 95 percent alcohol in 5 percent anhydrous glycerin.
(U)se	These drops will help dry the water in your ears.
(D)osage	The dosing instructions are to place 4 or 5 drops in each affected ear, and allow the solution to remain for 1 to 2 minutes.
(A)ministration	<p>Let me take a moment to review with you how to safely administer this ear drop:</p> <ul style="list-style-type: none"> • Wash your hands thoroughly with soap and water. • Gently clean your ear with a damp facecloth and then dry your ear. • Warm the drops to near body temperature by holding the container in the palm of your hand for a few minutes. • Remove the cap, do not let the tip of the bottle touch your ear, fingers, or other surfaces. • Lie down on your side with the affected ear up. • To open the ear canal, for an adult pull the ear backward and upward. • Hold the bottle between your thumb and index finger and place the tip of the bottle close to your ear. • Be careful not to touch your fingers or ear with the tip of the bottle. • Gently squeeze the bottle and let 4-5 drops fall into the affected ear. • Gently press on the small skin flap over the ear to help the drops to run into the ear canal. • Stay in this position for 1-2 minute to help the drops soak into the ear. • Put the cap back on the bottle and close it tightly. • Wash your hands to remove any medication.
(W)arnings	As you can see there is a warnings section here on the box. I would point out to be sure and not use these drops in the eyes.
(N)on-pharm	Besides using eardrops, helpful measures can include wearing molded earplugs to prevent water from entering into your ear canal. After you swim, you can tilt your head to the side and help the excess water drip out of your ears. You can also dry your ear canal by using a blow drier on the lowest heat setting.
(S)eek	Contact your primary care provider if you develop pain, burning, or irritation of the ear while using this product. Also, contact them if you develop ear drainage or discharge, or experience excessive dizziness.
Conclusion	I enjoyed getting a chance to speak with you. If you have any questions about this ear drop product when you get home, please feel free to contact us here at the pharmacy.