

Juniper Street Pharmacy

260 Juniper Street, Cedar Point, ST 58112
Pharmacy 555-0410 · Clinical pharmacist 555-0412 · Fax 555-0414
Mon–Fri 8:00a–8:00p · Sat 9:00a–5:00p · Sun 10:00a–2:00p

COUNSELING SPECIMEN

Document
Anticoagulant counseling record
Record
AC-2027-0418-118
Version
3.2 · Effective 04/2027
Pharmacist
Nadia Flores, PharmD (fictional)

Starting an Oral Anticoagulant Safely

Documented counseling, teach-back, contact rules, and follow-up

FICTIONAL SPECIMEN — THE PRINTED PRESCRIPTION LABEL CONTROLS

This record repeats one synthetic patient's label for demonstration. It must never be used as dosing advice. Never stop an anticoagulant without direction from the prescriber.

PATIENT Elena Marisol Park (fictional)	MEDICINE Apixaban 5 mg tablets	LABEL DIRECTION Take 1 tablet by mouth twice daily	INDICATION ON REFERRAL Atrial fibrillation — stroke prevention
STARTED March 29, 2027	PRESCRIBER Ravi Anand, MD (fictional)	NEXT REFILL DUE April 27, 2027	FOLLOW-UP CALL April 21, 2027 · 10:30a

LABEL AND IDENTITY VERIFICATION

CHECK	VERIFIED FROM	RESULT
Patient, medicine, strength, direction	Patient stated identity + bottle label	Exact match
Indication	Hospital discharge summary dated 03/29/27	Atrial fibrillation
Kidney / liver review	Prescriber referral states reviewed 03/29/27	No independent pharmacy dose decision
Allergy record	Patient interview + profile	Penicillin — hives; no listed apixaban allergy
Other bleeding-risk products	Container review	Ibuprofen identified; prescriber query opened

COUNSELING TOPICS AND EXACT PATIENT PLAN

TOPIC	WHAT WAS REVIEWED	TEACH-BACK DOCUMENTED
Purpose	Helps reduce clot-related stroke risk while it is taken as prescribed; it does not correct the heart rhythm.	Patient stated purpose in own words
Schedule	Use the exact twice-daily direction printed on this patient's label. Choose two repeatable daily cues and mark each dose separately.	Named breakfast and bedtime cues
Missed dose	Follow the product label and prescriber's instructions. Do not take two doses together to replace one. Call 555-0412 if unsure.	Repeated no-double-dose rule
Stopping	Do not stop for a procedure, dental visit, fall, bruising, or because the bottle is empty without contacting the prescriber.	Named cardiology as decision owner
Interactions	Check before starting any prescription, pain reliever, cold product, vitamin, or supplement. Ibuprofen and turmeric were specifically discussed.	Will call first
Identification	Carry the updated medicine list and anticoagulant wallet card.	Placed wallet card behind identification

BLEEDING AND SYMPTOM ACTION MATRIX

LANE	EXAMPLES REVIEWED	ACTION
ROUTINE — mention at follow-up	Small stable bruises; brief gum bleeding that stops; questions about shaving, travel, or refills	Keep a note and discuss at the scheduled call; call earlier if pattern changes
SAME DAY — call the care team	Repeated nosebleed; bruises rapidly increasing; blood noticed in urine or stool; heavier-than-usual bleeding; fall or head bump without severe symptoms	Call cardiology at 555-0443 or after-hours triage 555-0525. Do not make a dose decision alone.
EMERGENCY — call 911	Bleeding that will not stop; vomiting/coughing blood; fainting; sudden severe headache; new weakness, face droop, trouble speaking, chest pain, or severe breathing difficulty	Call 911 immediately. Do not drive and do not wait for the pharmacy to open.

PROCEDURES, DENTAL CARE, TRAVEL, AND REFILLS

SITUATION	PATIENT ACTION	WHO DECIDES / RECORDS
Dental cleaning or procedure	Tell the dental team and prescriber about apixaban before the visit. Do not skip a dose unless the prescriber gives a written plan.	Dental clinician and prescribing team coordinate
Planned surgery or injection	Provide medicine name, strength, indication, and last planned dose time when asked. Request written stop/restart instructions.	Procedural clinician + prescriber
Travel across time zones	Call before travel for a schedule that preserves the label's interval. Carry medicine in original labeled container.	Clinical pharmacist documents plan
Refill has fewer than 7 days remaining	Call Juniper Street Pharmacy; do not wait until empty.	Pharmacy contacts prescriber if renewal needed
Vomiting, inability to swallow, or uncertainty whether a dose stayed down	Call the clinical pharmacist or prescriber. Do not automatically repeat the dose.	Prescriber / pharmacist gives case-specific direction

HOME SAFETY CHECKLIST

- ☐ Use a soft toothbrush and an electric razor if preferred.
- ☐ Keep walkways lit and remove loose rugs that increase fall risk.
- ☐ Do not share this medicine or move it into an unlabeled container.
- ☐ Keep an up-to-date list in the wallet and phone.
- ☐ Tell every clinician and pharmacist before a new product is started.
- ☐ Store at room temperature, dry, away from children and pets.

FOLLOW-UP RECORD

DATE	PURPOSE	OWNER	STATUS
04/18/27	Initial counseling	N. Flores, PharmD	Completed
04/18/27	Ibuprofen interaction query	N. Flores → R. Anand	Open
04/21/27	Tolerance / access call	Clinical pharmacist	Scheduled 10:30a
04/27/27	Refill readiness check	Dispensing team	Pending
05/12/27	Cardiology follow-up	R. Anand, MD	Patient reports booked

TEACH-BACK VALIDATION

PROMPT	PATIENT RESPONSE RECORDED	RESULT / FOLLOW-UP
Show when you plan to take each labelled dose.	Pointed to breakfast and bedtime checklist	Pass
What will you do if you are unsure about a missed dose?	Call pharmacy; will not double	Pass
Name one product you will not restart without checking.	Ibuprofen	Pass
What requires 911 rather than a portal message?	Uncontrolled bleeding, severe headache, stroke signs	Pass
Who decides whether to pause it for dental work?	Prescriber and dental team	Pass

Record limit: A counseling signature confirms topics were discussed; it does not prove suitability, replace the prescription label, or authorize any medication change.

FICTIONAL SPECIMEN. The patient, clinicians, medicine record, dates, contacts, and counseling documentation are invented. This is not a prescription, patient-specific advice, or emergency instruction for a real person. Follow a real prescription label and licensed care team.