

**OSCE Blueprint – Communication Skills for pharmacists graduating in a Dutch university.**

<b>STATION NUMBER</b>	<b>SKILLS</b>	<b>CLINICAL CONDITION OR SITUATION</b>	<b>DESCRIPTION</b>	<b>STANDARDIZED PATIENT</b>
1	Communication with patient - Clinical Reasoning	Reproductive medicine and drug interactions	Patient presents to a community pharmacy for an oral contraceptive. The pharmacist must recognize a drug interaction and recommend an appropriate barrier method.	Patient - A young adult female
2	Communication with health professionals – Team-work	Renal failure	A physician presents a patient to the pharmacist in a primary care setting. The pharmacist must recognize the need for, and recommend a renal dose adjustment.	Physician – A middle aged male doctor
3	Communication with health professionals – Team-work – Professional education	Therapy with antibiotics	A physician approaches a pharmacist in a hospital setting for prescribing advice for a pneumonia patient. The pharmacist must educate the physician regarding appropriate antibiotic step-down therapy.	Physician – A young female doctor
4	Communication with patients with special needs Use of non-verbal skills	Gastro-esophageal reflux disease	A patient with a language barrier presents to a community pharmacy with heartburn. The pharmacist must communicate, using nonverbal techniques (i.e., pictograms) instructions for non-prescription medications and self-care.	Patient – An ill-educated young adult male with severe cognitive impairment
5	Communication with patients in special circumstances (emergency) – Self-assessment of professional limitations	Pulmonary embolism	A patient presents to a community pharmacy with acute shortness of breath and has risk factors for pulmonary embolism. The pharmacist must urgently refer the patient to emergency services.	Patient – A male septuagenarian
6	Mediated communication with patients	Therapy with antibiotics in Pediatrics	A mother is picking up an antibiotic prescription for their child. The pharmacist must provide appropriate counselling and instructions.	Patient – young adult female – Mother of a single 5-year girl