

PHARMACY ASSISTANT (PA)

GET THE FACTS

WHAT YOU COULD ASK

Symptoms	What symptoms have you been experiencing?
How long	How long have you been feeling like this?
Severity	How do your symptoms affect you day-to-day? Is stress affecting your sleep?
Temporary or long term	What do you think may be causing your symptoms? Are you a shift worker? Could your symptoms be caused by a recent life event? Do you have jet lag?
Action taken	Have you tried or taken anything? How long have you been taking medication? Did it help?

RED FLAGS TO INVOLVE PHARMACIST

- Symptoms > 2 weeks
- Taking other medication
- Recent repeat purchaser
- Any symptoms of concern
- Children & adolescents (<18 years)
- Pregnant/breastfeeding

STEP 1

PA to ADVISE
Sleep hygiene & lifestyle advice

- ▶ Sleep &/or stress symptoms?
- ▶ Symptoms < 2 weeks?
- ▶ No red flags?

A few simple lifestyle changes may help you sleep better. Let me tell you more.

OFFER ALL CUSTOMERS SLEEP HYGIENE & LIFESTYLE ADVICE

STEP 2

PA to RECOMMEND & MANAGE
Non-medicated solutions (aromatherapy & food supplements)

STRESS + TENSION RELIEF

Contains naturally-sourced ingredients and essential oils designed to help you relax and feel at ease at key moments



STEP 3

PA to RECOMMEND & MANAGE
Traditional herbal remedy sleep aids

HERBAL SLEEP AIDS

Natural active ingredients for those who haven't tried a sleep aid remedy or prefer something herbal



STEP 4

PA to RECOMMEND & INVOLVE pharmacist if needed
Pharmacy-only sedating antihistamines

PHARMACY SLEEP AIDS

Contains a sedating antihistamine, diphenhydramine, for those who have used sleep aids before and prefer a clinically proven treatment



INVITE ALL CUSTOMERS BACK IF SYMPTOMS NOT RESOLVED WITHIN 2 WEEKS

INCREASING SEVERITY AND DURATION OF SYMPTOMS

PHARMACIST

Reassure &/or refer to GP

STEP 5

Pharmacist may REFER to GP
Further investigation and escalation may be required