

481—552.23(155A) Patient counseling.

552.23(1) *Counseling required.* Except for institutionalized patients, prior to dispensing a prescription that is a new or changed therapy, a pharmacist or pharmacist-intern will counsel the patient or the patient's caregiver on matters that, in the pharmacist's professional judgment, will enhance or optimize drug therapy. An offer to counsel will not satisfy this requirement.

552.23(2) *Counseling area.* Each pharmacy located in Iowa will maintain an area for patient counseling that is accessible to patients and the pharmacist, prevents patient access to prescription drugs, and ensures the confidentiality and privacy of the pharmacist/patient communication.

552.23(3) *Alternative methods.* If, in the pharmacist's professional judgment or following reasonable attempts, oral counseling is not practicable, the pharmacist may utilize an alternative method for providing prescription educational materials to the patient or the patient's caregiver, including a toll-free mechanism for the patient to contact the pharmacist. "Not practicable" does not include issues relating to pharmacy staffing, prescription volume, or manner of dispensing (by mail or courier).

552.23(4) *Refusal of counseling.* A patient's refusal for counseling will be documented by the pharmacist.

[ARC 9338C, IAB 6/11/25, effective 7/16/25]