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Ethics Confidentiality and Informed Communication

Experiment 14 - Practical Notes

Name: _____ Roll no.: _____ Date: _____

Aim

To recognise privacy and consent issues in fictional pharmacy conversations.

Principle

Respectful professional communication explains the purpose of an interaction, supports a voluntary informed choice and limits unnecessary disclosure. Confidentiality decisions follow the institution's applicable rules and authorised care processes.

Requirements

- Fictional cards: family enquiry, public-counter conversation and recording request.
- Private role-play area and decision worksheet.

Procedure

1. Identify issue

State whose information is involved, who is asking and the purpose of the request.

2. Check permission

Clarify the permitted disclosure/consent route rather than assuming family relationship grants access.

3. Offer privacy

Move sensitive discussion to an appropriate setting and limit what can be overheard.

4. Explain choice

Use clear information, allow questions and check understanding before asking for the relevant permission.

5. Escalate dilemmas

Refer unresolved disclosure or safety questions to the authorised supervisor and follow the institution's rules.

6. Document

Record the facts, permission obtained or declined, action and reason without exposing extra personal details.

Communication Skills

Observations and Record

Scenario	Issue / permission needed	Appropriate action
Family enquiry	_____	_____
Public conversation	_____	_____
Recording request	_____	_____

Worked Example

The numbers below are illustrative; enter your own observations in the record.

- A request from “a relative” does not by itself establish permission to disclose. The role-play should demonstrate verification and a respectful route for follow-up.

Result

Record the completed activity, the feedback received and one specific improvement demonstrated on a second attempt. Use the actual performance record rather than the worked illustration.

Precautions

- Use fictional cases and remove personal identifiers from every worksheet, recording or slide.
- Explain only the instructor-verified prescription or information supplied for the exercise. Refer uncertain clinical questions to the supervising pharmacist.
- Respect the participant’s language, comfort and right to pause; obtain permission before recording.

Viva Questions and Answers**1. Is silence always valid consent?**

No. The relevant consent process must be followed.

2. Why explain the purpose?

It helps the person understand the requested choice.

3. What should a student do with an unresolved privacy dilemma?

Seek the authorised supervisor rather than improvise a disclosure.

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