

The QuEST/SCHOLAR Process

Quickly and Accurately Assess the Patient

- Ask about the current complaint using SCHOLAR:

Symptoms

What are the main and associated symptoms?

Characteristics

What is the situation like? Is it stable or changing?

History

What have you done so far to try to relieve the symptoms?

Has this happened in the past? What was done then? How effective was it?

Onset

When did the condition start?

Location

What is the precise location of the problem or symptoms?

Aggravating factors

What makes it worse?

Remitting factors

What makes it better?

- Ask about concurrent medications and other products and any allergies.
- Ask about coexisting medical conditions, pertinent social history.

Establish that the Patient is an Appropriate Self-Care Candidate

- No severe symptoms.
- No symptoms that persist or return repeatedly.
- No self-treating to avoid medical care.

Suggest Appropriate Self-Care Strategies

- Medication(s).
- Alternative treatments.
- General care measures.

Talk with the Patient

- Review medication actions, administration, and adverse effects.
- Explain what to expect from treatment.
- Provide information about appropriate follow-up.

Adapted from : Leibowitz K, Ginsburg D. Counseling self-treating patients quickly and effectively. Presented at the Inaugural APhA Self-Care Institute, May 17, 2002.

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