**20:51:25:04.  Standards for counseling.** The pharmacist is responsible for meeting standards for counseling as follows:

(1)  If a prescription drug is dispensed for the first time to a patient, the pharmacist shall orally counsel the patient or caregiver in person whenever practicable. If the prescription drug is delivered or mailed, the pharmacist shall initiate counseling by telephone. If the counseling cannot be completed by telephone, the pharmacist may use alternative forms of patient information;

(2)  If a prescription drug has been previously dispensed to a patient and review of the patient's record reveals any condition listed in § 20:51:25:02, the pharmacist shall orally counsel the patient or caregiver in person whenever practicable. If the prescription drug is delivered or mailed, the pharmacist shall initiate counseling by telephone. If the counseling cannot be completed by telephone, the pharmacist may use alternative forms of information;

(3)  If a prescription drug has been previously dispensed to a patient and the patient's record shows no change in the dosage, form, strength, or directions for use, the pharmacist or designee may offer counseling to a patient or caregiver in one or more of the following ways:

(a)  Face-to-face;

(b)  By a notation affixed to or written on the bag in which the prescription is dispensed; or

(c)  By telephone.

**Source:** 19 SDR 93, effective December 31, 1992.

**General Authority:** SDCL 36-11-68.

**Law Implemented:** SDCL 36-11-68.