The pharmacy office as a health centre is the first, and at times the only place the patient goes to requesting help to relieve his pain, in any of its manifestations. Pain normally involves an important emotional charge when the patient comes to the pharmacy with the urgent need to obtain a solution for his health problem quickly, safely and effectively.

To confirm the use of a professional, systematised and protocolised action by the pharmacist when faced with a regular consultation by a patient with acute osteomuscular pain when he comes to the community pharmacy: what can you give me for lumbar, cervical pain, for a slight trauma, etc.?

To check that the proposed methodology is suitable for the pharmacist to provide the most adequate, safe and effective solution to patients with acute pain:

- As a minimum, informing about the health care advice related to the health problem to relieve or attenuate the symptoms.
- If necessary, providing the information relative to the safe use of the medicines that do not require a medical prescription for dispensing (OTCs, plants, homeopathy), and are indicated in the case process.
- Sending the patient to see his doctor.

The action was developed in the January-May 2008 period. The registered pharmacist was given an action protocol for signs for sending to the doctor and some specific material, using Bot Plus as a structural support and register. The protocol included the knowledge and registering of parameters obtained in the pharmacist-patient interview with anyone requesting help to relieve their acute osteomuscular pain: who the patient is; the reason for the consultation; the time he has had the symptoms; pregnancy/nursing; other diseases and additional treatments or treatments used to treat the health problem. By checking the alarms on Bot Plus, the pharmacist acted consequent- and additional treatments or treatments used to treat the health problem. By checking the alarms on Bot Plus, the pharmacist acted consequent-

### Results

4,350 pharmacists enrolled from all the Spanish provinces, who handed in 5,800 cases, giving rise to the following results:

- Of the patients who go to the pharmacy requesting help to relieve their osteomuscular pain (the action’s target):
  - By sex, 55% are women.
  - By age, 83.3% are aged between 13-65 years old.
  - The relation with the patient:
    - In over three quarters (83.7%) of all the consultations made in the pharmacy, the patient himself is the person who requests help to relieve his osteomuscular pain.

- If 86% of the reasons for the consultation were for a problem with acute pain.

- In 88.4% of times, the patient came to the pharmacy in the first three days of having pain.

- Regarding the types of pain, acute trauma pain (53%) was the one with most consultations.

- With respect to the dispensing of a pharmacological treatment that did not require a medical prescription for dispensing, 75.6% were NSAIDs, either topical or oral, particularly ibuprofen (52%) and 24.4% were non-steroid anti-inflammatories, specifically paracetamol (20%).

- The registered action is basically dispensing medicines that do not require prescriptions ($1.15), amongst others.

- There were 246 NMOs registered (4.7% of the total received) basically related to non-quantitative lack of safety (40%).

There are many pharmacists involved in Pharmaceutical Care, who act in a systematic way and they adopt to the action protocol supplied in the Action. OTC Prescription encourages a more professional practice as it provides an adopted methodology, integrating the community pharmacist’s daily routine. The pharmacist offers the patient a personalised solution that is safe and effective against a self-limited “health” problem, showing himself to be a health care agent and health adviser as he gives advice without dispensing (23%) or dispenses medicines that do not require a medical prescription (31%) and provides information about the medicine, ensuring its rational use and protecting the patients from dangers related to it. The patient trusts the pharmacist for commonplace symptoms and he visits the pharmacist to request help in a shorter time period required for going to see the doctor.