PHARMACIST

STEP 5

STEP 4

Pharmacist may REFER to GP

Further investigation and escalation may be required

Reassure &/or refer to GP

PHARMACY ASSISTANT (PA)

GET THE FACTS

WHAT YOU COULD ASK

Symptoms What symptoms have you been experiencing?

How long How long have you been feeling like this?

> affect you day-to-day? Is stress affecting

How do your symptoms

your sleep? What do you think Temporary may be causing your symptoms?

Are you a shift worker?

Could your symptoms be caused by a recent life event? Do you have jet lag?

Action taken

Have you tried or taken anything?

How long have you been taking medication? Did it help?

RED FLAGS TO INVOLVE PHARMACIST

- Symptoms > 2 weeks
- Taking other medication
- Recent repeat purchaser
- Any symptoms of concern
- Children & adolescents (<18 years)
- Pregnant/breastfeeding

STEP 1

PA to ADVISE

Sleep hygiene and lifestyle advice

- Sleep &/or stress symptoms?
- Symptoms < 2 weeks?
- No red flags?

A few simple lifestyle changes may help you sleep better. Let me tell you more.

> **OFFER ALL CUSTOMERS SLEEP HYGIENE &** LIFESTYLE ADVICE

STEP 2

PA to RECOMMEND & MANAGE

Non-medicated solutions (aromatherapy & CBD)

STEP 3

PA to RECOMMEND & MANAGE

Traditional herbal remedy sleep aids

HERBAL **SLEEP AIDS**

Natural active ingredients for those who haven't tried a sleep aid remedy or prefer something herbal



PHARMACY SLEEP AIDS

PA to RECOMMEND

& INVOLVE

pharmacist if needed

Pharmacy-only

sedating antihistamines

Contains a sedating antihistamine, diphenhydramine, for those who have used sleep aids before and prefer a clinically proven treatment



Diphenhydramine hydrochloride (P)

INVITE ALL CUSTOMERS BACK IF SYMPTOMS NOT RESOLVED WITHIN 2 WEEKS

INCREASING SEVERITY AND DURATION OF SYMPTOMS