ASSESSING THE PRACTICE OF PATIENT COUNSELING AMONG SELECTED COMMUNITY AND HOSPITAL PHARMACISTS: BASIS IN THE PROCESS IMPROVEMENT OF COUNSELING IN PHARMACY PROFESSION

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ABSTRACT

One of the important responsibilities of community and hospital pharmacists is to do patient counseling. Patient counseling is described as providing patients/clients or their representatives orally or in written form with prescription information on directions of use, advice on side effects, precautions, storage, improvements in diet and lifestyle. It helps pharmacists promote adherence to medications, prevent treatment failure, and assist patients/clients deal with their conditions. This study aims to determine the demographic profile of the respondents and their level of engagement in pharmacy counseling in terms of the following factors: Dosage Counseling, Results Counseling, Underlying Condition Counseling and General Information Counseling. Also, to determine if there is a significant difference in the pharmacy counseling per factors assess based on demographic profile. As well as the process improvements that can be proposed to effectively practice counseling in Pharmacy profession. The methods that were used by the researchers was purposive sampling. This is a nonprobability sampling method where subjects are selected by the judgment of the researcher. The respondents are selected because they fit a particular profile needed for this study. To gather information, the researchers formulated survey questionnaire, which was validated and underwent reliability testing and was converted into google survey form for online data gathering. The result of this study shows majority of the Community and Hospital pharmacists always practiced Dosage Counseling and oftentimes practiced the Results Counseling, Underlying Condition Counseling and General Information counseling. Therefore, patient counseling is necessary to be practiced and provided by Community and Hospital pharmacists.

KEYWORDS: *Patient Counseling*, *Dosage Counseling*, *Results Counseling*, *Underlying Condition Counseling*, *General Information Counseling.*

INTRODUCTION

Filling prescriptions and medication orders by physicians is not the only job of pharmacists. Verifying that the patients and clients understood the instructions by patient counseling is also a significant task that pharmacists must have done. The process of delivering essential information, guidance, and help to patients is referred to as patient counseling. This is done to assist patients with their drugs and guarantee proper administration. Important details on the patient's condition and lifestyle are also included. The most important role of patient counseling is to enhance the patient's quality of life for patients and provide them with high-quality care. Today, pharmacists are aware that pharmacy practice has evolved throughout time to include not only the preparation and administration of medications to patients but also interactions with patients and other healthcare providers.

According to Alfadl et al. (2018), adequate counseling is regarded as a primary responsibility of the community and hospital pharmacists because it is a pre-requisite for patients to use their medications as directed and reduce the possibility of drug-to-drug interactions, drugto-food interactions, medication allergies, or any other precautions that must be taken while using medications. Atkinson et al. (2016) stated that community pharmacists are directly in contact with patients and are outpatient counselors; treatment is mostly symptomatic, based on medications and patient discussions, and concerns chronic disease. Hospital pharmacists, in particular clinical pharmacists, have close contact with medical doctors and are primarily concerned with hospitalized patients in their duties.

Pharmacists are prepared to work in different fields and be patient care providers in dispensing medications, providing advice and services. They ensure the safety, effective preparation of medications, and dispensing of

medications of every patient. Patient counseling is one of the important roles of a pharmacist where they provide education about their patients' medication to improve their health and minimize medication-related issues. Several studies show that patient counseling offered by a pharmacist reduces drug-therapy-related morbidity and death. It also enhances the health outcomes of a variety of acute and chronic illnesses. Every pharmacist verifies and seeks ways to motivate their patients to follow and learn about their medications. In light of all these findings, this study aimed to identify if patient counseling had been practiced in different fields of pharmacy. This study would identify how many percent of pharmacist respondents practiced patient counseling.

MATERIALS AND METHOD
The Sample
The respondents for this study are 59 pharmacists, both male and female, who are divided into categories based on demographic profiles such as sex, civil status, age, type of pharmacy profession, and years of employment.

Sampling Procedures
In this study, the researchers used purposive sampling. This sampling is a non-probability sampling method where subjects are selected by the judgment of the researcher. The respondents of this study were selected because they fit a particular profile needed.

The Instruments
This study utilized a 40-item 5-point Likert scale survey questionnaire. The survey questionnaire underwent validation and reliability scoring with subject matter experts.

RESULTS AND DISCUSSION
Table 1: Frequency Distribution of Respondents.

Demographic Profile		Frequency	Percentage	Rank
Sex	Male	27	46	2
	Female	32	54	1
	Total	**59**	**100**	
Civil Status	Single	33	56	1
	Married	26	44	2
	Total	**59**	**100**	
Age	40 to 65 years old	22	37	2
	21 to 39 years old	37	63	1
	Total	**59**	**100**	
Type of Pharmacy Profession	Community Pharmacist	33	56	1
	Hospital Pharmacist	26	44	2
	Total	**59**	**100**	
Years of Employment	More than 9 years	17	29	1
	6 years to 9 years	12	20	3
	3 years to 6 years	8	14	4
	1 year to 3 years	16	27	2
	Less than 1 year	6	10	5
	Total	**59**	**100**	

Table above shows the demographic profile of respondents. For sex demographic profile, out of 59 respondents, 27 or 46 percent are male respondents and 32 or 54 percent of the respondents are females. For civil status, 33 or 56 percent of the respondents are single while 26 or 44 percent of the respondents are married. For age, 22 or 37 percent of the respondents falls under the age 40 to 65 years old while 37 or 63 percent of the respondents falls under the age of 21 to 39 years old. For type of pharmacy profession got 33 or 56 percent of the respondents are the community pharmacists while 26 or 44 percent of the respondents are hospital pharmacists. For the years of employment, 17 or 29 percent of the respondents are employed for more than 9 years, 12 or 20 percent of the respondents are employed within 6 years to 9 years, 8 or 14 percent of the respondents are employed within 3 years to 6 years, 16 or 27 percent of the respondents are employed within 1 year to 3 years, and 6 or 10 percent of the respondents are employed less than 1 year.

Table 2: Mean Score level of Engagement in Pharmacy Counseling in terms of.
DOSAGE COUNSELING

Demographic Profile		Mean	Verbal Description	Verbal Interpretation
Sex	Male	4.63	Strongly Agree	Dosage Counseling is always practice
	Female	4.50	Strongly Agree	Dosage Counseling is always practice
	Overall	4.56	Strongly Agree	Dosage Counseling is always practice
Civil Status	Single	4.51	Strongly Agree	Dosage Counseling is always practice
	Married	4.62	Strongly Agree	Dosage Counseling is always practice
	Overall	4.56	Strongly Agree	Dosage Counseling is always practice
Age	40 to 65 years old	4.54	Strongly Agree	Dosage Counseling is always practice
	21 to 39 years old	4.57	Strongly Agree	Dosage Counseling is always practice
	Overall	4.56	Strongly Agree	Dosage Counseling is always practice
Type of Pharmacy Profession	Community Pharmacist	4.57	Strongly Agree	Dosage Counseling is always practice
	Hospital Pharmacist	4.55	Strongly Agree	Dosage Counseling is always practice
	Overall	4.56	Strongly Agree	Dosage Counseling is always practice
Years of Employment	More than 9 years	4.54	Strongly Agree	Dosage Counseling is always practice
	6 years to 9 years	4.65	Strongly Agree	Dosage Counseling is always practice
	3 years to 6 years	4.53	Strongly Agree	Dosage Counseling is always practice
	1 year to 3 years	4.72	Strongly Agree	Dosage Counseling is always practice
	Less than 1 year	4.03	Agree	Dosage Counseling is oftentimes practice
	Overall	4.56	Strongly Agree	Dosage Counseling is always practice

Table shows the mean score for Dosage Counseling for sex demographic profile, the male respondents obtained a mean score of 4.63, which is verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practiced.*" On the other hand, female respondents obtained a mean score of 4.50, verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practiced.*"

For civil status demographic profile, the mean score for single respondents obtained a mean score of 4.51, which is verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practice*d." Married respondents obtained a mean score of 4.62, which is verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practice*d."

For age demographic profile, the mean score for respondents whose ages fall within 40 to 65 years old is 4.54 which is verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practiced.*" Respondents whose ages fall within 21 to 39 years old obtained a mean score of 4.57, which is verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practice*d."

For the type of pharmacy profession demographic profile, the mean score for Community Pharmacist respondents is 4.57, which is verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practice*d." Hospital Pharmacist respondents obtained a mean score of 4.55, which is verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practice*d."

For years of employment demographic profile, the mean score for employed in more than 9 years is 4.54, which is verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practiced.*" The mean score for employed for 6 years to 9 years is 4.65, which is verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practiced.*" The respondents employed for 3 years to 6 years is 4.53, which is verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practiced.*" The mean score for respondents employed for 1 year to 3 years is 4.72, which is verbally described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practiced.*" The mean score for respondents employed in less than 1 year is 4.03, which is verbally described as "Agree" and verbally interpreted as "*Dosage Counseling is oftentimes practiced.*"

The overall mean score for Dosage Counseling is 4.56, which is verbal described as "Strongly Agree" and verbally interpreted as "*Dosage Counseling is always practiced.*"

Table 3: Mean Score level of Engagement in Pharmacy Counseling in terms of.
RESULTS COUNSELING

Demographic Profile		Mean	Verbal Description	Verbal Interpretation
Sex	Male	4.01	Agree	Results Counseling is oftentimes practice
	Female	4.11	Agree	Results Counseling is oftentimes practice
	Overall	4.06	Agree	Results Counseling is oftentimes practice
Civil Status	Single	4.19	Agree	Results Counseling is oftentimes practice
	Married	3.90	Agree	Results Counseling is oftentimes practice
	Overall	4.06	Agree	Results Counseling is oftentimes practice
Age	40 to 65 years old	4.00	Agree	Results Counseling is oftentimes practice
	21 to 39 years old	4.10	Agree	Results Counseling is oftentimes practice
	Overall	4.06	Agree	Results Counseling is oftentimes practice
Type of Pharmacy Profession	Community Pharmacist	4.02	Agree	Results Counseling is oftentimes practice
	Hospital Pharmacist	4.12	Agree	Results Counseling is oftentimes practice
	Overall	4.06	Agree	Results Counseling is oftentimes practice
Years of Employment	More than 9 years	4.08	Agree	Results Counseling is oftentimes practice
	6 years to 9 years	3.83	Agree	Results Counseling is oftentimes practice
	3 years to 6 years	3.91	Agree	Results Counseling is oftentimes practice
	1 year to 3 years	4.33	Agree	Results Counseling is oftentimes practice
	Less than 1 year	3.98	Agree	Results Counseling is oftentimes practice
	Overall	4.06	Agree	Results Counseling is oftentimes practice

Table above shows the mean score for Results Counseling for sex demographic profile, the mean score for male respondents is 4.01, which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*" The female respondents obtained a mean score of 4.11, which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*"

For civil status demographic profile, the mean score for single respondents is 4.19, which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*" While the married respondents obtained a mean score of 3.90, which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*"

For the age demographic profile, the mean score for respondents whose ages fall within 40 to 65 years old is 4.00, which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*" While the respondents whose ages fall within 21 to 39 years old obtained a mean score of 4.10 which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*"

Table for the type of pharmacy profession demographic profile, the mean score for Community Pharmacist respondents is 4.02, which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*" While Hospital Pharmacist respondents obtained a mean score of 4.12, with a verbal description of "Agree" and with a verbal interpretation of "*Results Counseling is oftentimes practiced.*"

For years of employment demographic profile, the mean score for respondents employed in more than 9 years is 4.08, which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*" The mean score for respondents employed for 6 years to 9 years is 3.83, which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*" The mean score for respondents employed for 3 years to 6 years is 3.91, which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*" The mean score for respondents employed in 1 year to 3 years is 4.33, which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*" The mean score for respondents employed for less than 1 year is 3.98, which is verbally described as "Agree" and verbally interpreted as of "*Results Counseling is oftentimes practiced.*"

The overall mean score for Results Counseling is 4.06, which is verbally described as "Agree" and verbally interpreted as "*Results Counseling is oftentimes practiced.*"

Table 4: Mean Score level of Engagement in Pharmacy Counseling in terms of.
UNDERLYING CONDITION COUNSELING

Demographic Profile		Mean	Verbal Description	Verbal Interpretation
Sex	Male	3.99	Agree	Underlying Condition Counseling is oftentimes practice
	Female	4.09	Agree	Underlying Condition Counseling is oftentimes practice
	Overall	4.04	Agree	Underlying Condition Counseling is oftentimes practice
Civil Status	Single	4.07	Agree	Underlying Condition Counseling is oftentimes practice
	Married	4.01	Agree	Underlying Condition Counseling is oftentimes practice
	Overall	4.04	Agree	Underlying Condition Counseling is oftentimes practice
Age	40 to 65 years old	3.95	Agree	Underlying Condition Counseling is oftentimes practice
	21 to 39 years old	4.10	Agree	Underlying Condition Counseling is oftentimes practice
	Overall	4.04	Agree	Underlying Condition Counseling is oftentimes practice
Type of Pharmacy Profession	Community Pharmacist	4.04	Agree	Underlying Condition Counseling is oftentimes practice
	Hospital Pharmacist	4.05	Agree	Underlying Condition Counseling is oftentimes practice
	Overall	4.04	Agree	Underlying Condition Counseling is oftentimes practice
Years of Employment	More than 9 years	4.01	Agree	Underlying Condition Counseling is oftentimes practice
	6 years to 9 years	4.04	Agree	Underlying Condition Counseling is oftentimes practice
	3 years to 6 years	3.95	Agree	Underlying Condition Counseling is oftentimes practice
	1 year to 3 years	4.24	Agree	Underlying Condition Counseling is oftentimes practice
	Less than 1 year	3.77	Agree	Underlying Condition Counseling is oftentimes practice
	Overall	4.04	Agree	Underlying Condition Counseling is oftentimes practice

Table above shows the mean score for Underlying Condition Counseling per demographic profile. For the sex demographic profile, the mean score for male respondents is 3.99, with a verbal description of "Agree" and with a verbal interpretation of "*Underlying Condition Counseling is oftentimes practiced."* Female respondents obtained a mean score of 4.09, with a verbal description of "Agree" and with a verbal interpretation of "*Underlying Condition Counseling is oftentimes practiced."*

For civil status demographic profile, the mean score for single respondents is 4.07, which is verbally described as "Agree" and verbally interpreted as "*Underlying Condition Counseling is oftentimes practiced."* Married respondents obtained a mean score of 4.01, which is verbally described as "Agree" and verbally interpreted as "*Underlying Condition Counseling is oftentimes practiced."*

For age demographic profile, the mean score for respondents whose ages 40 to 65 years old is 3.95, which is verbally described as "Agree" and verbally interpreted as "*Underlying Condition Counseling is oftentimes practiced."* Respondents whose ages 21 to 39 years old obtained a mean score of 4.10, which is verbally described as "Agree" and verbally interpreted as "*Underlying Condition Counseling is oftentimes practiced."*

For the type of pharmacy profession demographic profile, the mean score for Community Pharmacist respondents is 4.04, which is verbally described as

"Agree" and verbally interpreted as "*Underlying Condition Counseling is oftentimes practiced."* While Hospital Pharmacist respondents obtained a mean score of 4.05, which is verbally described as "Agree" and verbally interpreted as "*Underlying Condition Counseling is oftentimes practiced."*

For years of employment demographic profile, the mean score for respondents who are employed for more than 9 years is 4.01, with a verbal description of "Agree" and verbal interpretation of "*Underlying Condition Counseling is oftentimes practiced."* The mean score for respondents who are employed for 6 years to 9 years is 4.04, with a verbal description of "Agree" and verbal interpretation of "*Underlying Condition Counseling is oftentimes practiced."* The mean score for respondents who are employed for 3 years to 6 years is 3.95, with a verbal description of "Agree" and verbal interpretation of "*Underlying Condition Counseling is oftentimes practiced."* The mean score for respondents who are employed for 1 year to 3 years is 4.24, with a verbal description of "Agree" and verbal interpretation of "*Underlying Condition Counseling is oftentimes practiced."* The mean score for respondents who are employed for less than 1 year is 3.77, which is verbally described as "Agree" and verbally interpretation of "*Underlying Condition Counseling is oftentimes practiced."*

The overall mean score for Underlying Condition Counseling 4.04, with a verbal description of "Agree" and verbal interpretation of "*Underlying Condition Counseling is oftentimes practiced."*

Table 5: Mean Score level of Engagement in Pharmacy Counseling in terms of.
GENERAL INFORMATION COUNSELING

Demographic Profile		Mean	Verbal Description	Verbal Interpretation
Sex	Male	4.02	Agree	General Information Counseling is oftentimes practice
	Female	4.14	Agree	General Information Counseling is oftentimes practice
	Overall	4.09	Agree	General Information Counseling is oftentimes practice
Civil Status	Single	4.11	Agree	General Information Counseling is oftentimes practice
	Married	4.06	Agree	General Information Counseling is oftentimes practice
	Overall	4.09	Agree	General Information Counseling is oftentimes practice
Age	40 to 65 years old	3.97	Agree	General Information Counseling is oftentimes practice
	21 to 39 years old	4.16	Agree	General Information Counseling is oftentimes practice
	Overall	4.09	Agree	General Information Counseling is oftentimes practice
Type of Pharmacy Profession	Community Pharmacist	4.05	Agree	General Information Counseling is oftentimes practice
	Hospital Pharmacist	4.13	Agree	General Information Counseling is oftentimes practice
	Overall	4.09	Agree	General Information Counseling is oftentimes practice
Years of Employment	More than 9 years	4.06	Agree	General Information Counseling is oftentimes practice
	6 years to 9 years	4.03	Agree	General Information Counseling is oftentimes practice
	3 years to 6 years	3.86	Agree	General Information Counseling is oftentimes practice
	1 year to 3 years	4.37	Agree	General Information Counseling is oftentimes practice
	Less than 1 year	3.82	Agree	General Information Counseling is oftentimes practice
	Overall	4.09	Agree	General Information Counseling is oftentimes practice

Table above shows the mean score for General Information Counseling per demographic profile. For sex demographic profile, the mean score for male respondents is 4.02, with verbal description of "Agree" and with a verbal interpretation of "*General Information Counseling is oftentimes practiced."* Female respondents obtained a mean score of 4.14, with a verbal description of "Agree" and with a verbal interpretation of "*General Information Counseling is oftentimes practiced."*

For civil status demographic profile, the mean score for single respondents is 4.11, with verbal description of "Agree" and with a verbal interpretation of "*General Information Counseling is oftentimes practiced."* Married respondents obtained a mean score of 4.06 verbal description of "Agree" and with a verbal interpretation of "*General Information Counseling is oftentimes practiced."*
For age demographic profile, the mean score for respondents whose ages fall within 40 to 65 years old is 3.97, with a verbal description of "Agree" and with a verbal interpretation of "*General Information Counseling is oftentimes practiced."* Respondents whose ages fall within 21 to 39 old obtained a mean score of 4.16, with a verbal description of "Agree" and with a verbal interpretation of "*General Information Counseling is oftentimes practiced."*

For the type of pharmacy profession demographic profile, the mean score for Community Pharmacist respondents is 4.05, with a verbal description of "Agree" and with a verbal interpretation of "*General Information Counseling is oftentimes practiced."* Hospital Pharmacist respondents obtained a mean score of 4.13, with a verbal

description of "Agree" and with a verbal interpretation of "*General Information Counseling is oftentimes practiced."*

For years of employment demographic profile, the mean score for respondents who are employed for more than 9 years is 4.06, with a verbal description of "Agree" and verbal interpretation of "*General Information Counseling is oftentimes practiced."* The mean score for respondents who are employed for 6 years to 9 years is 4.03, with a verbal description of "Agree" and verbal interpretation of "*General Information Counseling is oftentimes practiced."* The mean score for respondents who are employed for 3 years to 6 years is 3.86, with a verbal description of "Agree" and verbal interpretation of "*General Information Counseling is oftentimes practiced."* The mean score for respondents who are employed for 1 year to 3 years is 4.37, with a verbal description of "Agree" and verbal interpretation of "*General Information Counseling is oftentimes practiced."* The mean score for respondents who are employed for less than 1 year is 3.82, with a verbal description of "Agree" and verbal interpretation of "*General Information Counseling is oftentimes practiced."*

The overall mean score for General Information Counseling 4.09, with a verbal description of "Agree" and verbal interpretation of "*General Information Counseling is oftentimes practiced."*

Table 6: Test Significant Difference.
Table 6.1: Test for Significant Difference in Dosage Counseling.

Demographic Profile	p-value	Significance	H$_o$ Decision
Sex	0.334	Not Significant	Accept
Civil Status	0.395	Not Significant	Accept
Age	0.832	Not Significant	Accept
Type of Pharmacy Profession	0.886	Not Significant	Accept
Years of Employment	0.081	Not Significant	Accept
Significant at .05 alpha level			

Table above shows the test for significant difference per demographic profile for Dosage Counseling. For the sex demographic profile, the computed p-value is 0.334, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between male and female respondents and the null hypothesis is accepted. This would also mean that regardless of sex, they have the same level of frequency which is "Always" in practicing Dosage Counseling.

For the civil status demographic profile, the computed p-value is 0.395. which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between single and married respondents and the null hypothesis is accepted. This would also mean that regardless of being single or married, they have the same level of frequency which is "Always" in practicing Dosage Counseling.

For the age demographic profile, the computed p-value is 0.832 which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between respondents whose age is 21 to 39 years old and 40 to 65 years old, thus the null hypothesis is accepted. This would also mean that regardless of age, they have the same level of frequency which is "Always" in practicing Dosage Counseling.

For the type of pharmacy profession demographic profile, the computed p-value is 0.886, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between Hospital and Community Pharmacists and the null hypothesis is accepted. This would also mean that regardless of the type of pharmacy profession, they have the same level of frequency which is "Always" in practicing Dosage Counseling.

For years of employment demographic profile, the computed p-value is 0.081, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores across years of employment and the null hypothesis is accepted. This would also mean that regardless of the type of years employed, they have the same level of frequency which is "Always" in practicing Dosage Counseling.

Table 6.2: Test for Significant Difference in Results Counseling.

Demographic Profile	p-value	Significance	H$_o$ Decision
Sex	0.557	Not Significant	Accept
Civil Status	0.097	Not Significant	Accept
Age	0.563	Not Significant	Accept
Type of Pharmacy Profession	0.608	Not Significant	Accept
Years of Employment	0.342	Not Significant	Accept
Significant at .05 alpha level			

Table above shows the test for significant difference per demographic profile for Results Counseling. For the sex demographic profile, the computed p-value is 0.557, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between male and female respondents and the null hypothesis is accepted. This would also mean that regardless of sex, they have the same level of frequency, which is "Oftentimes" in practicing Results Counseling.

For the civil status demographic profile, the computed p-value is 0.097, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between single and married respondents and the null hypothesis is accepted. This would also mean that regardless of being single or married, they have the same level of frequency which is "Oftentimes" in practicing Results Counseling.

For the age demographic profile, the computed p-value is 0. 0.563, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between respondents whose age is 21 to 39 years old and 40 to 65 years old, and the null hypothesis is accepted. This would also mean that regardless of age, they have the same level of frequency which is "Oftentimes" in practicing Results Counseling.

For the type of pharmacy profession demographic profile, the computed p-value is 0.608 which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between Hospital and

Community Pharmacists and the null hypothesis is accepted. This would also mean that regardless of the type of pharmacy profession, they have the same level of frequency which is "Oftentimes" in practicing Results Counseling.

For years of employment demographic profile, the computed p-value is 0.342, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores across years of employment and the null hypothesis is accepted. This would also mean that regardless of the type of years employed, they have the same level of frequency which is "Oftentimes" in practicing Results Counseling.

Table 6.3: Test for Significant Difference in Underlying Condition Counseling

Demographic Profile	p-value	Significance	H_o Decision
Sex	0.552	Not Significant	Accept
Civil Status	0.748	Not Significant	Accept
Age	0.386	Not Significant	Accept
Type of Pharmacy Profession	0.984	Not Significant	Accept
Years of Employment	0.648	Not Significant	Accept
Significant at .05 alpha level			

Table above shows the test for significant difference per demographic profile for Underlying Condition Counseling. For the sex demographic profile, the computed p-value is 0.552, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between male and female respondents and the null hypothesis is accepted. This would also mean that regardless of sex, they have the same level of frequency which is "Oftentimes" in practicing Underlying Condition Counseling.

For the civil status demographic profile, the computed p-value is 0.748, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between single and married respondents and the null hypothesis is accepted. This would also mean that regardless of being single or married, they have the same level of frequency which is "Oftentimes" in practicing Underlying Condition Counseling.

For the age demographic profile, the computed p-value is 0. 0.386, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between respondents whose age is 21 to 39 years old and

40 to 65 years old, and the null hypothesis is accepted. This would also mean that regardless of age, they have the same level of frequency which is "Oftentimes" in practicing Underlying Condition Counseling.

For the type of pharmacy profession demographic profile, the computed p-value is 0.984, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between Hospital and Community Pharmacists and the null hypothesis is accepted. This would also mean that regardless of the type of pharmacy profession, they have the same level of frequency which is "Oftentimes" in practicing Underlying Condition Counseling.

For years of employment demographic profile, the computed p-value is 0.648, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores across years of employment and the null hypothesis is accepted. This would also mean that regardless of the type of years employed, they have the same level of frequency which is "Oftentimes" in practicing Underlying Condition Counseling.

Table 6.4: Test for Significant Difference in General Information Counseling.

Demographic Profile	p-value	Significance	H_o Decision
Sex	0.424	Not Significant	Accept
Civil Status	0.778	Not Significant	Accept
Age	0.231	Not Significant	Accept
Type of Pharmacy Profession	0.663	Not Significant	Accept
Years of Employment	0.205	Not Significant	Accept
Significant at .05 alpha level			

Table above shows the test for significant difference per demographic profile for General Information Counseling. For the sex demographic profile, the computed p-value is 0.424, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between male and female respondents and the null hypothesis is accepted. This

would also mean that regardless of sex, they have the same level of frequency which is "Oftentimes" in practicing General Information Counseling.

For the civil status demographic profile, the computed p-value is 0.778 which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean

scores between single and married respondents and the null hypothesis is accepted. This would also mean that regardless of being single or married, they have the same level of frequency which is "Oftentimes" in practicing General Information Counseling.

For the age demographic profile, the computed p-value is 0.231, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between respondents whose age is 21 to 39 years old and 40 to 65 years old, and the null hypothesis is accepted. This would also mean that regardless of age, they have the same level of frequency which is "Oftentimes" in practicing General Information Counseling.

For the type of pharmacy profession demographic profile, the computed p-value is 0.663, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores between Hospital and Community Pharmacists and the null hypothesis is accepted. This would also mean that regardless of the type of pharmacy profession, they have the same level of frequency which is "Oftentimes" in practicing General Information Counseling.

For years of employment demographic profile, the computed p-value is 0.205, which is greater than .05 alpha level. Hence, there is no significant difference in terms of mean scores across years of employment and the null hypothesis is accepted. This would also mean that regardless of the type of years employed, they have the same level of frequency which is "Oftentimes" in practicing General Information Counseling.

CONCLUSION
Based on the summary of findings, the following are the conclusions of this study.
a. Counseling clients/patients in terms of when to take it or what measures to take first before taking drugs/medicine, and the length of usage/take and prescription of the drug is always practice by pharmacy professionals.
b. Although results counseling is oftentimes practice, it is very important to inform the patient/client in drug adherence/usage, possible effects and drug management so as better medical results can be possibly achieved. With this counseling of results, it can aid the clients/patients on how to properly manage possibilities after taking the medicine/drug.
c. Asking patients medical records such as allergies on drugs, pre-existing medical conditions and history of medicine/drug use (past or current along with the new drug) can increase awareness from the client/patient's perspective about the drug/medicine to be taken.
d. Counseling clients/patients by means of giving enough and substantive information about the drug/medicine can increase the knowledge and awareness of clients in terms of familiarity to the medicine/drug to be taken. Precautions can be clearly relayed when information in relayed at hand to the patient/client

Recommendations
a. Pharmacy professionals should continue informing patients/clients of the proper dosage of any drug/medicine to guide patients/clients on drug/medicine intake.
b. In order to ensure that medication is working properly or not, pharmacists should maintain on relaying possible side effects and drug/medicine management. This will also increase the preparation from the side of clients/patients in terms of possible side or adverse effects
of the drugs/medicine being taken. It can also aid patients in possible undesired effects that can be prepared and properly handled by patients.
c. A pharmacist should keep on asking about underlying or pre-existing conditions directly to patients/clients before purchasing the medicine. It can aid clients/patients in drug/medicine use and management. Not all the time that patients disclose underlying conditions to medical doctors and disclosure with pharmacists can inform the physician of the patient for a possible change of medicine and/or dosage.
d. The pharmacist must continue giving information about the nature and usage of drugs which can increase the right of patients/clients of drug prescription, right dosage, and proper drug medicine. This can also increase the awareness of patients/clients on what and how the medicine will work on them.

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