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OFFICE OF NEVADA BOARDS, COMMISSIONS AND COUNCILS STANDARDS
STATE OF NEVADA BOARD OF PHARMACY

March 11, 2025

NOTICE TO PHARMACISTS

Pharmacist Counseling Requirements and Documentation

The Nevada State Board of Pharmacy (Board) would like to inform all Nevada-licensed pharmacists of recent amendments to counseling requirements, effective November 15, 2024 ([R085-24AP](#)). This notice also serves to reinforce existing laws governing patient counseling.

Existing Counseling Requirements

Under [NRS 639.266](#), a pharmacist must, upon receiving a prescription and after reviewing the patient's record, communicate with the patient or their caregiver regarding matters that will enhance drug therapy. This communication must include appropriate counseling elements as prescribed by Board regulations.

According to [NAC 639.707](#), a pharmacist or an intern pharmacist under their supervision must verbally provide information to a patient or caregiver about each prescription drug or device that has not been previously dispensed to the patient from that pharmacy.

Additionally, [NAC 639.708](#) requires pharmacies to maintain a medication record for each person to whom a prescription has been dispensed. At the time of counseling or refusal of counseling, the pharmacist or intern pharmacist must:

1. Initial a written document maintained at the pharmacy to indicate whether counseling was provided or refused; or
2. Enter their initials into a computerized system used by the pharmacy for recording prescription information, in accordance with [NAC 639.751](#), to indicate whether counseling was provided or refused.

A pharmacist or intern pharmacist is not required to provide counseling if the prescription drug or device is a refill dispensed from the same pharmacy location.

Focus on Inspections and Common Issues

Moving forward, appropriate counseling and documentation will be a key focus during inspections. The Board has identified the following recurring issues:

1. **Improper delegation of counseling responsibilities:** Pharmacy technicians or clerks asking patients if they have questions in mandatory counseling scenarios and dispensing the medication if the patient declines.
2. **Lack of patient confidentiality:** Counseling conducted at the pickup station with other customers present, compromising patient privacy.
3. **Insufficient counseling efforts:** Simply asking, “Do you have any questions?” does not meet the required counseling criteria. Pharmacists must attempt to verbally provide information about each prescription drug or device in mandatory counseling scenarios.
4. **Failure to document counseling properly:** Counseling must be documented at the time it is provided or refused. Prescriptions cannot be allowed to time out of a queue without documentation. Additionally, documentation of acceptance or refusal of counseling must be readily retrievable for two years for each prescription where counseling is required.

The Board urges all pharmacists to ensure compliance with these regulations to maintain high standards of patient care and avoid potential disciplinary action. For further clarification, please contact the Nevada State Board of Pharmacy.