PEBC STUDY SHEET · AREA 3

Communication and Collaboration

Pharmacy Examining Board of Canada (PEBC) Pharmacist Qualifying Examination

4% of Part I · 4 competencies · 2026 blueprint

Area 3, Communication and Collaboration, is about 4% of Part I in PEBC's 2026 blueprint (it weighs far more in the OSCE). Part I questions test which approach is most appropriate when talking with a patient, working with a patient as a partner, collaborating with colleagues and other professionals, and documenting care.

You should be able to: A patient who speaks little English arrives with her 10-year-old son. What is the most appropriate way to counsel her on a new medication?

Every competency: the key point and the trap

3.1 Use effective communication skills

Start with open questions, listen without interrupting, then summarize what you heard.

Trap: Answering with a list of facts before finding out what the patient is actually worried about.

3.2 Work in partnership with the patient

Shared decision-making presents the options (including no treatment), their benefits and harms, and asks what matters most to the patient.

Trap: Treating a patient's hesitation as non-compliance instead of as a stage of readiness to explore.

3.3 Collaborate with pharmacy colleagues, other health professionals and other involved parties

Recommendations to a prescriber are concise and structured, for example SBAR: situation, background, assessment, recommendation.

Trap: Phoning the prescriber with a vague concern and no suggestion, which leaves the problem unresolved.

3.4 Document pharmacy care and services and maintain pharmacy records

Documentation records the assessment, the decision, the rationale, the communication with others and the follow-up plan.

Trap: Writing "called MD, OK" with no details of what was discussed, decided or planned.

Key terms

Teach-back: Asking the patient to explain in their own words to confirm understanding.

Shared decision-making: Deciding with the patient after discussing options, benefits, harms and their values.

Motivational interviewing: A patient-centred way of strengthening a person's own motivation for change.

SBAR: Situation, background, assessment, recommendation: a structure for professional communication.

SOAP note: Subjective, objective, assessment, plan: a format for clinical documentation.

Circle of care: The health professionals and caregivers involved in a patient's care.

Informed refusal: A capable patient's decision to decline care after understanding the risks and alternatives.

ExamDragon, examdragon.com/pebc. Independent exam preparation, not affiliated with or endorsed by the Pharmacy Examining Board of Canada (PEBC); written in our own words to PEBC's 2026 Qualifying Examination blueprint. PEBC is a trademark of the Pharmacy Examining Board of Canada.