

STANDARDIZED CLIENTS

Do you live in the High Point area, have a flexible schedule, and find the chance to play a patient appealing?

The High Point University School of Pharmacy is looking for **bright, punctual, and precise** individuals to be standardized clients (SC) to help train our pharmacy students. Standardized clients are people who play the role of a patient, parent, or healthcare provider and have been coached to accurately and consistently recreate the history, personality, conditions, and emotional structure and response pattern of an actual patient, parent, or healthcare provider. Pharmacy students will practice their history taking skills, medication therapy management techniques, medication counseling, monitoring therapeutic effect skills (blood pressure/vital signs skills), and communication skills using real people like you!

- Standardized clients can be experienced actors, students, business people, or retired, with no acting experience.
- Men and women of all ages, physical types, and backgrounds are needed to represent various types of patients, parents, or healthcare providers.
- Qualities, such as having a good memory/recall, able to follow directions, are reliable, able to follow directions, able to 'grade' how well a student performed the assignment and give feedback to the student, and be comfortable speaking to a pharmacy student.
- Hours of work are usually 4 hours and transportation to the Clinical Skills Lab at HPU is required.
- Access to email and phone are the preferred methods of communication in setting up training and performance times.



The Pharmacy faculty will create a pharmacy scenario for each case encounter. As an SC, you will be given a case that includes medical history and details about your simulated life, such as occupation, marital status, and hobbies. The script will include everything you will need to know to answer the student's questions. You will be asked to 'learn' this script. You may be asked to speak with up to 10 students in an afternoon and the encounters will be video-recorded for faculty and student review.

If selected for a case as a Standardized Client, expect to do the following:

- Attend training and learn the script
- 'Act' or play the part of the case, including emotional stresses seen in daily life
- Answer questions regarding medications, conditions, side effects, directions, etc.
- Undergo testing such as blood pressure, vital signs, glucose level finger stick, etc. (no injections)
- Remember details of the case scenario, so written and oral feedback can be shared with the student
- Complete an application and sign a confidentiality statement and payment form (paid on an hourly basis).

Ready to serve as a Standardized Client and prepare our pharmacy students for practice? If so, please review the job description (), the 'frequently asked questions' information sheet (), and complete all questions on the confidential application (). If you are not contacted immediately for an assignment, you may be contacted for the next case. If you have questions, contact the Director of the Standardized Client Program, Jean Douglas at 336 841 9789 or jdouglas@highpoint.edu.