

Table 4: Mean frequency and percentage of utterances for patient and pharmacist per session

Communication clusters	Total (N=57)			
	Patient		Pharmacist	
	Frequency	%	Frequency	%
Open-ended- question	0.6	0.8	2.5	2.4
Closed-ended- question	2.8	3.4	7.4	7.4
Information giving	13.6	18.0	8.2	8.7
Counsels or directs	—	—	8.6	8.5
Positive talk	21.5	26.9	14.8	14.3
Negative talk	2.7	3.6	0.3	0.3
Emotional expression/responsiveness	8.2	9.9	6.7	6.3
Facilitation	1.6	1.8	8.8	8.2
Social talk	1.3	1.7	2.9	3.0
Requests for services	1.2	1.6	—	—
Orientation	—	—	2.2	2.3
Other	29.8	32.4	43.5	38.7
Total	83.3	100	105.9	100