

# **Attitudes and Beliefs About the Use of Over-the-Counter Medicines: A Dose of Reality**

## **A National Survey of Consumers and Health Professionals**

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MARKET RESEARCH

Harris Heritage. Interactive Power.



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# Background and Purpose

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## Introduction

When it comes to treating such common ailments as coughs and colds, fever, heartburn and aches and pains, more Americans are using more types of nonprescription, over-the-counter (OTC) medicines than ever before. Once consisting of a relatively small number of medications, OTC medicines now account for the majority of all medications used in the United States, including many that were once available only by prescription. According to the Consumer Healthcare Products Association (CHPA), there are more than 100,000 OTC drug products on the market today encompassing about 1,000 significant active ingredients. Of these products, more than 700 contain ingredients and dosages that were available by prescription less than 30 years ago.

With so many Americans using so many OTC medicines, an important question for the public health community is, “how well do consumers understand and process essential information about OTC products?” This question is particularly relevant now that the majority of OTC products is converting to a federally mandated “Drug Facts” label in 2002. Required by the U.S. Food and Drug Administration (FDA), the new label will make it easier to select the most appropriate OTC product and understand a drug’s benefits and risks. However, developing programs to promote the new label first requires an assessment of the extent to which the facts contained on the label are now being incorporated into the public’s decisions about self-care.

Towards this end, the National Council on Patient Information and Education (NCPPIE) commissioned a comprehensive survey to track the opinions influencing the self-medicating behaviors of the American public. Conducted by Harris Interactive, the survey consisted of two complementary polls: one of 1,011 adult Americans aged 18 and over conducted between October and November 2001, and the other involving 451 pharmacists, nurses and general practice physicians who were surveyed in November and December 2001. By comparing the attitudes and beliefs of the general public with health practitioners, the survey identified the areas where education about OTC use is most needed.



# Background and Purpose

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## Highlights of the Findings

### **1. The majority of Americans take nonprescription medicines routinely for a variety of common ailments.**

- ✓ Today, three in five Americans (59 percent) report having taken at least one OTC drug product in the past six months. In fact, slightly more Americans have taken an OTC medicine during the last six months than a prescription drug (54 percent).
- ✓ Americans take OTC medicines for a wide variety of ailments. Most commonly they are taken for: pain (78 percent); a cough, cold, flu or sore throat (52 percent); allergy or sinus problems (45 percent); heartburn, indigestion and other stomach problems (37 percent); constipation, diarrhea and gas (21 percent); minor infections (12 percent); and skin problems (10 percent).

### **2. Despite widespread use of nonprescription medicines, many consumers need more information about when and how to take these products.**

- ✓ Of special concern to health professionals is a lack of understanding about active ingredients in OTC medicines, especially since different OTC products may contain the same active ingredient. Of the 79 percent of physicians, nurses and pharmacists in the poll who say that the potential for inappropriate use of OTC remedies is a concern, seven in ten (69 percent) cite not understanding active ingredients as the biggest problem.
- ✓ This is confirmed by the consumer poll, which found that only 34 percent of the public could identify the active ingredient in their brand of pain reliever.
- ✓ In addition, only one in ten (11 percent) correctly say that nonprescription medicines formulated for babies are usually more concentrated than formulations for older children.



## Background and Purpose

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### 3. **At the same time, consumers tend to overlook important label information when selecting and using OTC products.**

- ✓ Although the vast majority of Americans who use nonprescription medicines (95 percent) read some portion of the OTC drug label, the survey finds that many do so selectively when buying or using a nonprescription medicine. When asked what information they look for when **buying** an OTC drug for the first time, two in five (41 percent) cite usage information (e.g., directions for use, information on dosage level and symptoms), one in three (34 percent) mention the active ingredient, and one in five (21 percent) say warnings information.
- ✓ Similarly, half (51 percent) of those surveyed say they seek out usage information when they plan to **take** an OTC product for the first time. However, only 20 percent look for the active ingredient.

### 4. **Because some Americans have an incomplete knowledge about OTC medicines, they may take too much of a single product or mix OTC drugs inappropriately.**

- ✓ According to the consumer poll, a third of Americans say they take more than the recommended dose of a nonprescription medicine, believing that it will increase the effectiveness of the product. Of these consumers, two-thirds (69 percent) say they take more than the recommended amount at a single time; three-fifths (63 percent) report taking the next dose sooner than directed; and two-fifths (44 percent) say they take more than the recommended number of doses in a day.
- ✓ At the same time, a third of Americans (36 percent) say they are likely to combine nonprescription medicines when they have multiple symptoms, such as a headache and a sore throat. This practice can increase the risk that consumers take more than one OTC product at a time that contain the same active ingredient.
- ✓ These findings were reinforced in the poll of health professionals where practitioners cited a number of ways in which consumers may be taking nonprescription medicines incorrectly. Among the 79 percent of physicians, nurses and pharmacists who said they were concerned about the problem, practitioners cited these factors: combining OTC and prescription medicines (51 percent); the chronic use of an OTC medicine (44 percent); using an OTC drug for a prescription indication (32 percent); and taking more than one OTC product at a time that has the same active ingredient (27 percent).



## Background and Purpose

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**5. Besides new and easy-to-read label information, the involvement of health practitioners will increase the public's ability to understand the risks and benefits of OTC remedies.**

- ✓ According to the consumer poll, almost as many consumers get their information about nonprescription medicines from the mass media (49 percent) as they do from health professionals (57 percent).
  
- ✓ This is not because health professionals are unwilling to discuss OTC use with their patients. In fact, three in four of the practitioners surveyed (75 percent) say they ask their patients/customers directly about OTC drug use most or all of the time. Only one-quarter of health professionals (27 percent) say they wait for patients to volunteer information about their OTC use.
  
- ✓ When discussing the use of nonprescription medicines, the survey finds that the majority of practitioners (65 percent) spend more than a minute offering specific counseling. Most of this time is spent on: how to take a product (62 percent); what OTC drug to use (56 percent); how well the product works (54 percent); drug interactions (50 percent); taking more than one OTC drug at a time (49 percent); cautions prior to or following surgery (43 percent); and taking more than the recommended dose of an OTC medicine (42 percent).

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# Research Methodology

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To compare and contrast the attitudes of the general public with those of health professionals, Harris Interactive conducted two complementary polls between October and December 2001.

In the first poll, which was conducted between October 25 and November 11, 2001, Harris Interactive used a telephone survey of 1,011 adult Americans to track the opinions influencing how consumers select and use nonprescription drugs. The margin of error for this study is  $\pm 3.1$  percent. In designing the survey, Harris Interactive used these criteria:

- Respondents had to be adults, aged 18 years or older.
- Respondents were selected via an unrestricted random digit dial (RDD) technique that significantly reduces serial bias and ensures that respondents with both listed and unlisted telephone numbers are reached.
- The data was weighted to conform to known demographic characteristics of the U.S.

The second poll was conducted between November 17 and December 7, 2001 and consisted of 451 interviews with health professionals who counsel on OTC use. Specifically, Harris surveyed 150 physicians in general practice, 150 nurses including 50 pediatric nurses, and 151 pharmacists. In all cases, the respondents were screened to confirm that they have regular contact with patients/caregivers. The margin of error for this study is  $\pm 4.6$  percent.

# **Findings of the Consumer Survey**



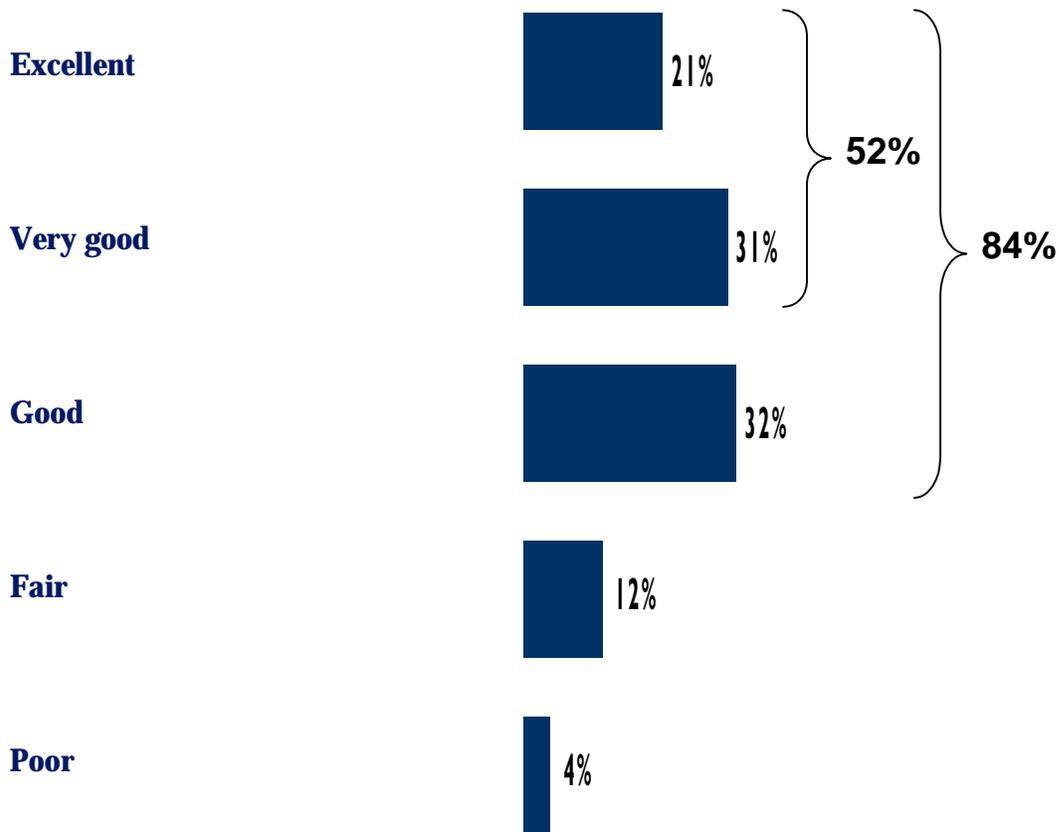
# Section 1: America's Health and Well Being

## 1. Americans say they are in good health.

- Four out of five (84%) Americans say their health is good, very good, or excellent.
- Half (52%) of Americans say their health is either excellent or very good.

Overall, how would you rate your current health?

*Not sure responses omitted*





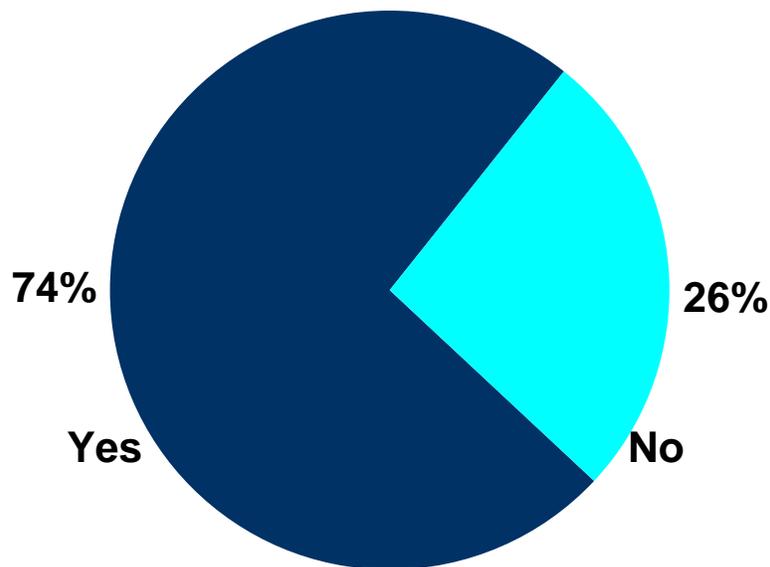
## Section 1: America's Health and Well Being

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### 2. Most Americans have visited a doctor in the past year.

- Three-quarters (74%) of Americans have visited a doctor in the past year.

Have you visited a doctor in the past year for any reason?





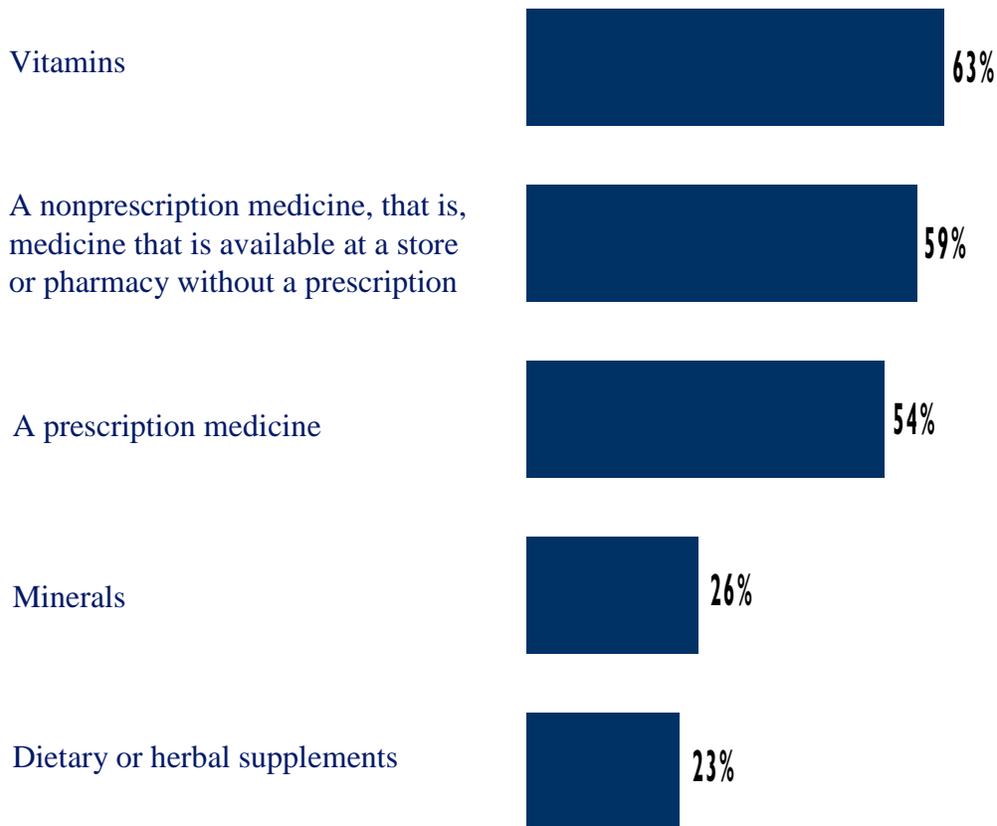
## Section 2: Consumer Use of OTC Medicines

### 1. Americans take nonprescription medications routinely.

- Three-fifths (59%) of Americans have taken a nonprescription medication in the past six months.
  - ◆ Americans are slightly more likely to have taken a nonprescription medication in the past six months (59%) than a prescription one (54%).

Many people take various kinds of medicines and remedies. In the past six months, have you taken any of the following?

#### Summary of “Yes”





## Section 2: Consumer Use of OTC Medicines

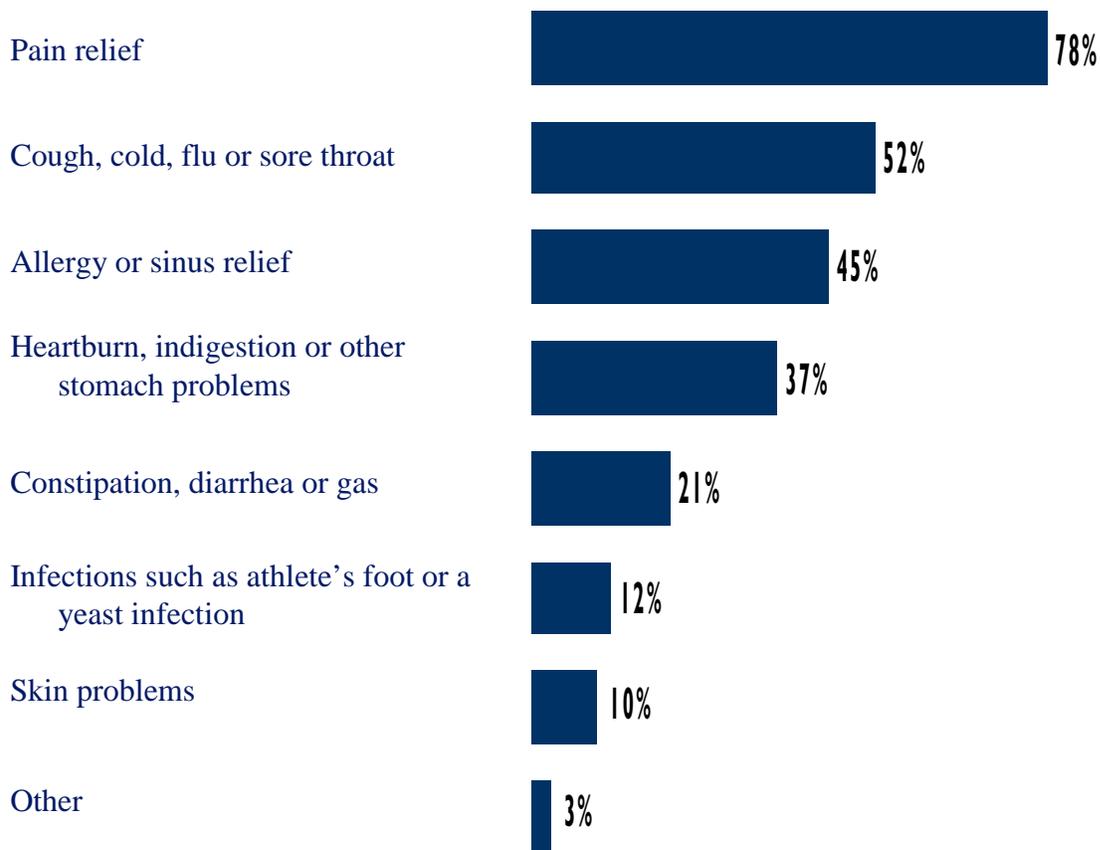
### 2. Americans take nonprescription medications for a wide range of ailments.

- Three-quarters (78%) of those who have taken a nonprescription medication in the past six months have done so to relieve pain.
- One-half (52%) have taken a nonprescription medication for a cough, cold, flu, or sore throat.

Over the past six months, have you taken a nonprescription medicine for any of the following?

Summary of “Yes”

Base: Taken nonprescription medication in the past six months (n=598)





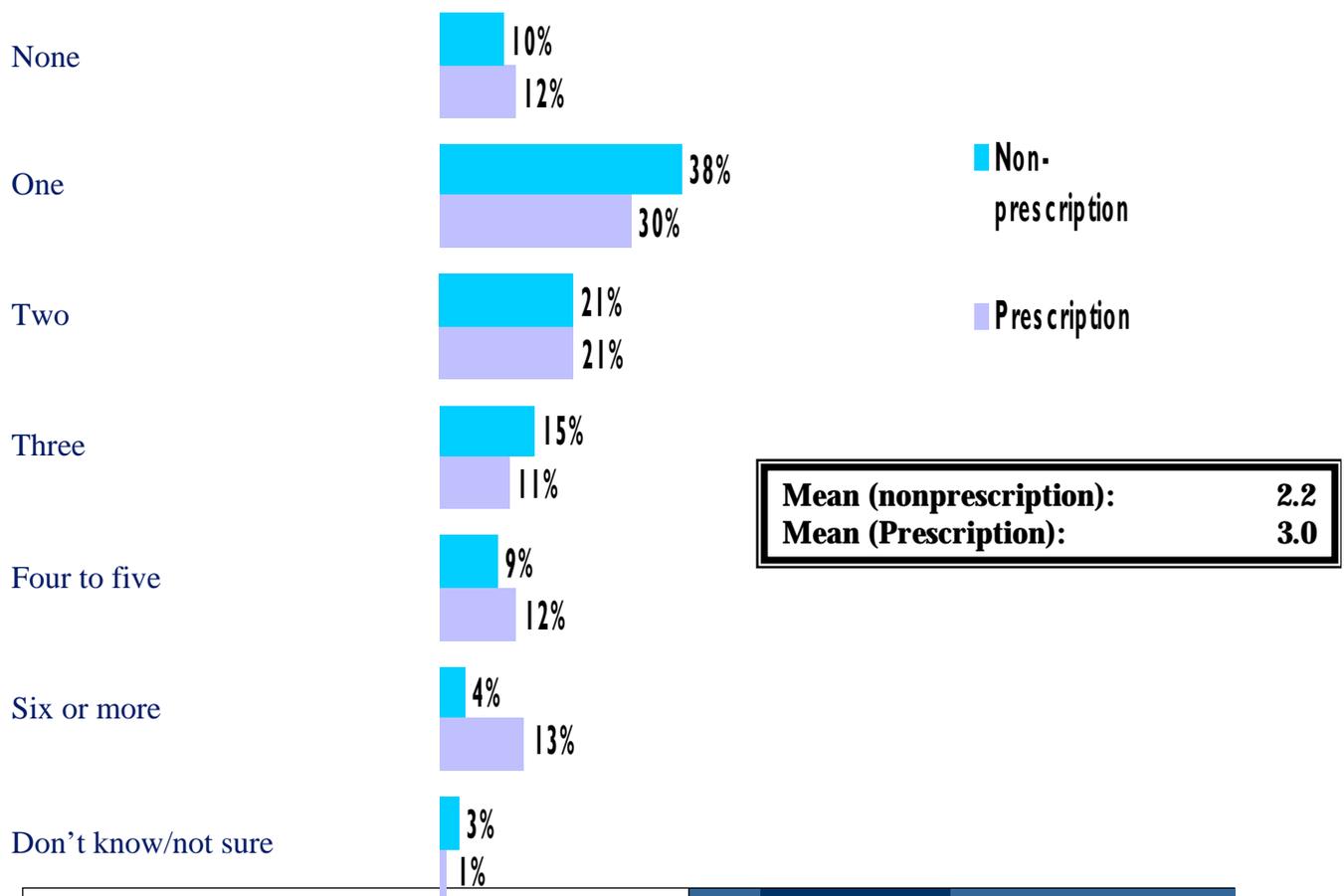
## Section 2: Consumer Use of OTC Medicines

### 3. Consumers who have taken a nonprescription or prescription medication in the past six months take an average of 2.2 nonprescription medications and 3.0 prescription medications per month.

- One-third (36%) take three or more prescription medications per month.
- One-quarter (28%) take three or more nonprescription medications per month.

Thinking about the past month, that is, the last 30 days, how many different (nonprescription or prescription medicines) have you taken?

Base: Taken nonprescription medication in the past six months (n=598)





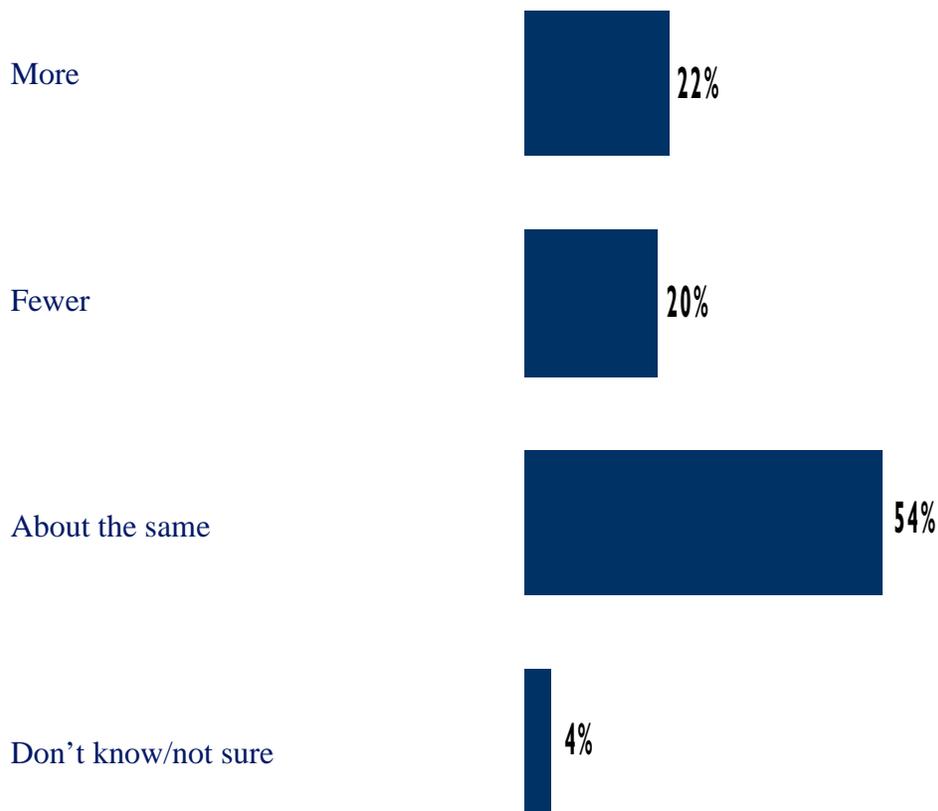
## Section 2: Consumer Use of OTC Medicines

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### 4. Americans take about the same number of nonprescription medications as they did five years ago.

- One-half (54%) of Americans say they take about the same number of nonprescription medications as they did five years ago.
- One-fifth (22%) says they are taking more.

I'd like you to think about nonprescription medicines, that is, medicines available at a store or pharmacy without a prescription. Would you say that you are taking more, fewer or about the same number of products than you did five years ago?





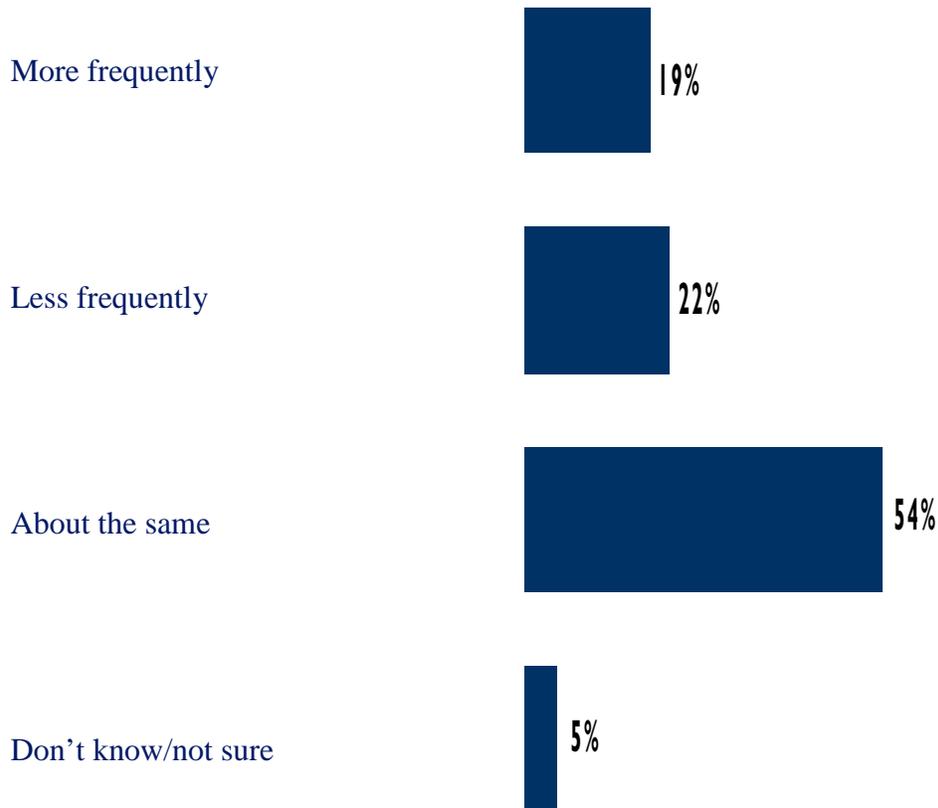
## Section 2: Consumer Use of OTC Medicines

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### 5. Americans also say that they are using nonprescription medication about as frequently as they did five years ago.

- One-half (54%) of Americans say they use nonprescription medication with about the same frequency as they did five years ago.
- One-fifth (19%) say they use nonprescription medication more frequently.

Are you using these nonprescription products more frequently, less frequently or about the same as five years ago?





## Section 3: Consumer Use of OTC Labels

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### **1. Americans are more likely to read nonprescription medication labels for usage information when they take the medication for the first time compared to when they buy the medication for the first time.**

- Half (51%) of Americans read the label on a nonprescription medication for usage information when they take the medication for the first time.
- Four out of ten (41%) read the label on a non-prescription medication for usage information when they buy the medication for the first time.

### **Americans are equally likely to read nonprescription medication labels for safety information both when they take the medication for the first time and when they buy the medication for the first time.**

- One-fifth (21%) of Americans read the label on a nonprescription medication for safety information when they take the medication for the first time.
- One-fifth (21%) read the label on a non-prescription medication for safety information when they buy the medication for the first time.



## Section 3: Consumer Use of OTC Labels

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**2. Although the vast majority of Americans who use nonprescription medicines (95%) read some portion of the labels on nonprescription medications, they do so selectively both when they buy the medication for the first time and when they take the medication for the first time.**

- One-third (34%) of Americans read the label for the active ingredient when they buy a nonprescription medicine for the first time.
- One out of five (19%) reads the label for usage directions when they buy a nonprescription medicine for the first time.
- One out of six (16%) reads the label for dosage level when they buy a nonprescription medicine for the first time.

**Americans are most likely to read the label for dosage instructions when they take a nonprescription medication for the first time.**

- One-quarter (25%) of Americans read the label for dosage instructions when they take a nonprescription medication for the first time.
- One out of five reads the label for usage directions (22%) or the **active** ingredient (20%) when they take a nonprescription medication for the first time.

**However, only one in ten Americans reads the label for possible side-effects or usage warnings the first time he/she buys the product or the first time he/she takes the product.**

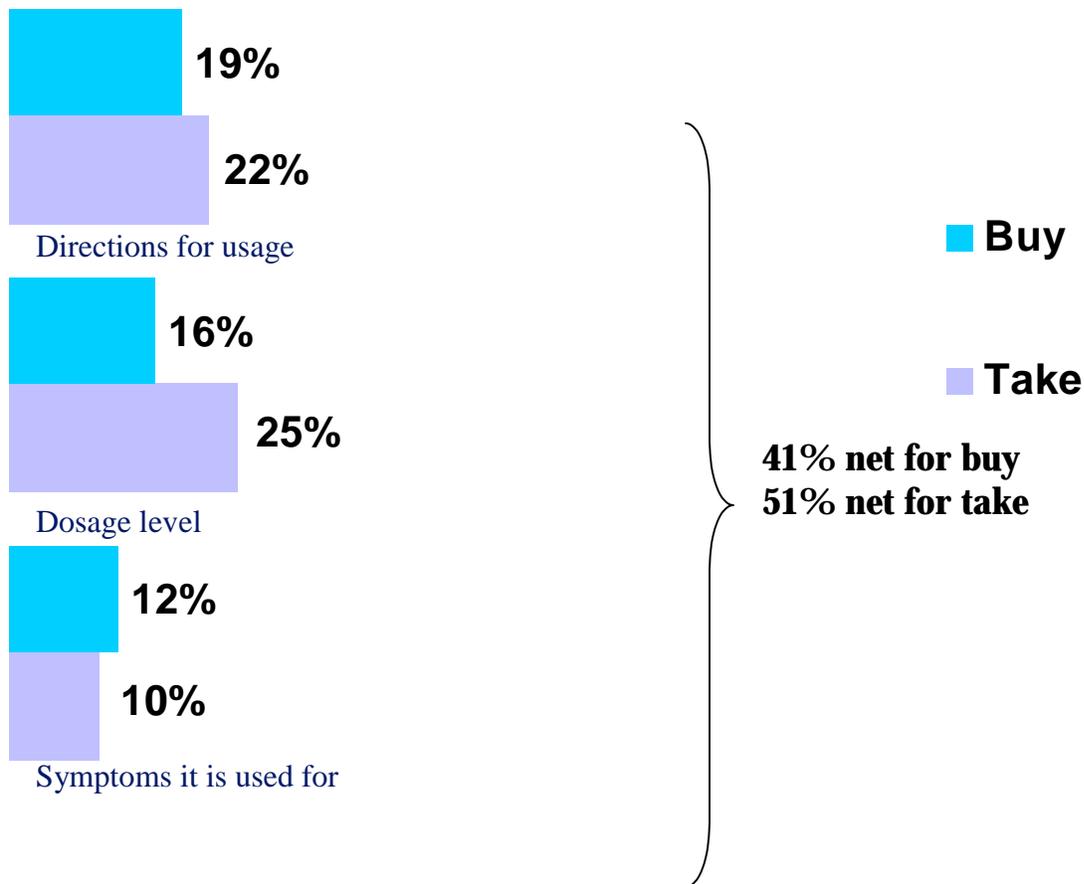
- One in ten Americans reads the label for possible side effects the first time they buy the product or the first time they take the product (10% and 9%, respectively).
- Fewer than one in ten reads the label for usage warnings the first time they buy the product or the first time they take the product (7% for each).



## Section 3: Consumer Use of OTC Labels

Now I'm going to ask you to think about **buying** a nonprescription medicine for the first time. When you look at the package, including the front, the back and the sides, what information do you read? Now, thinking about when you **take** the nonprescription medicine for the first time, what information do you read on the package?

*Unaided responses*

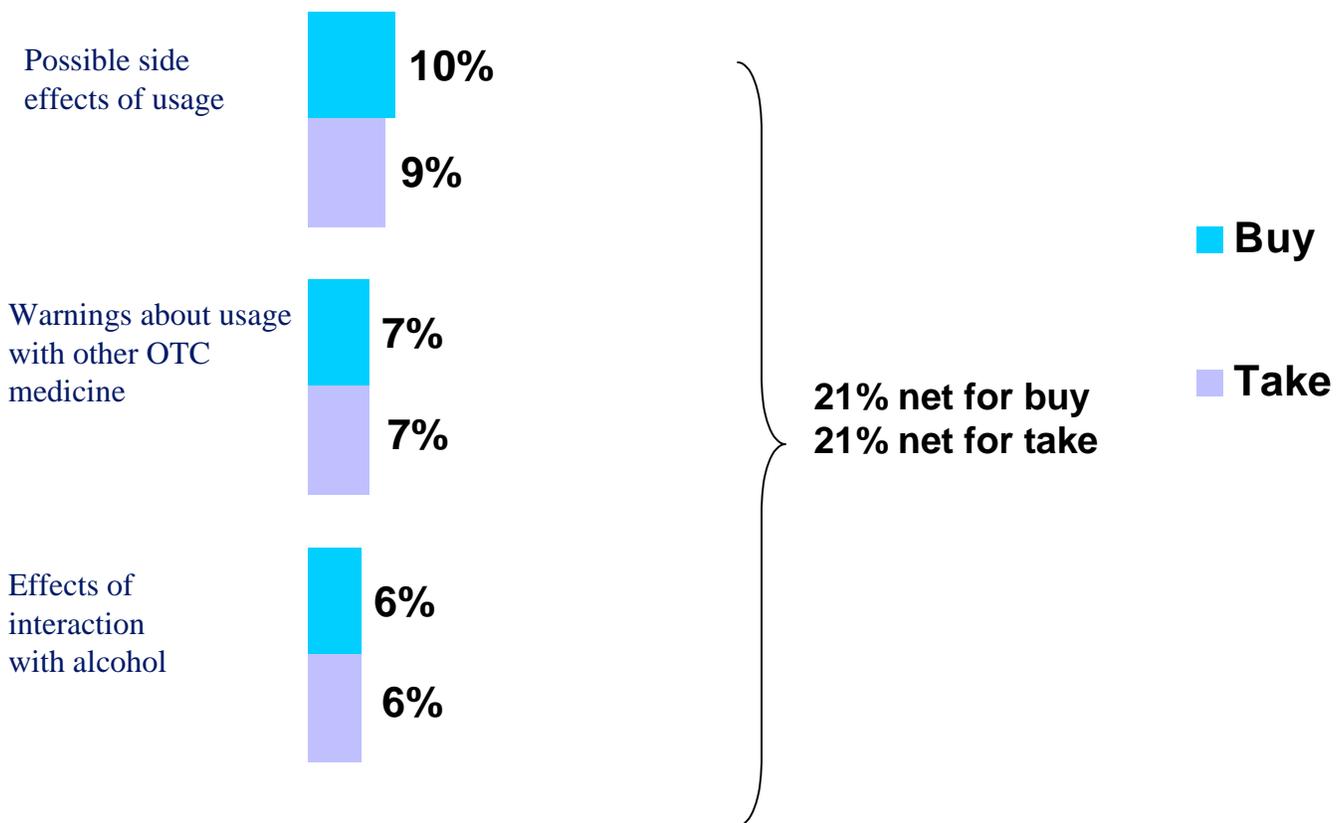




## Section 3: Consumer Use of OTC Labels

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*Unaided responses*

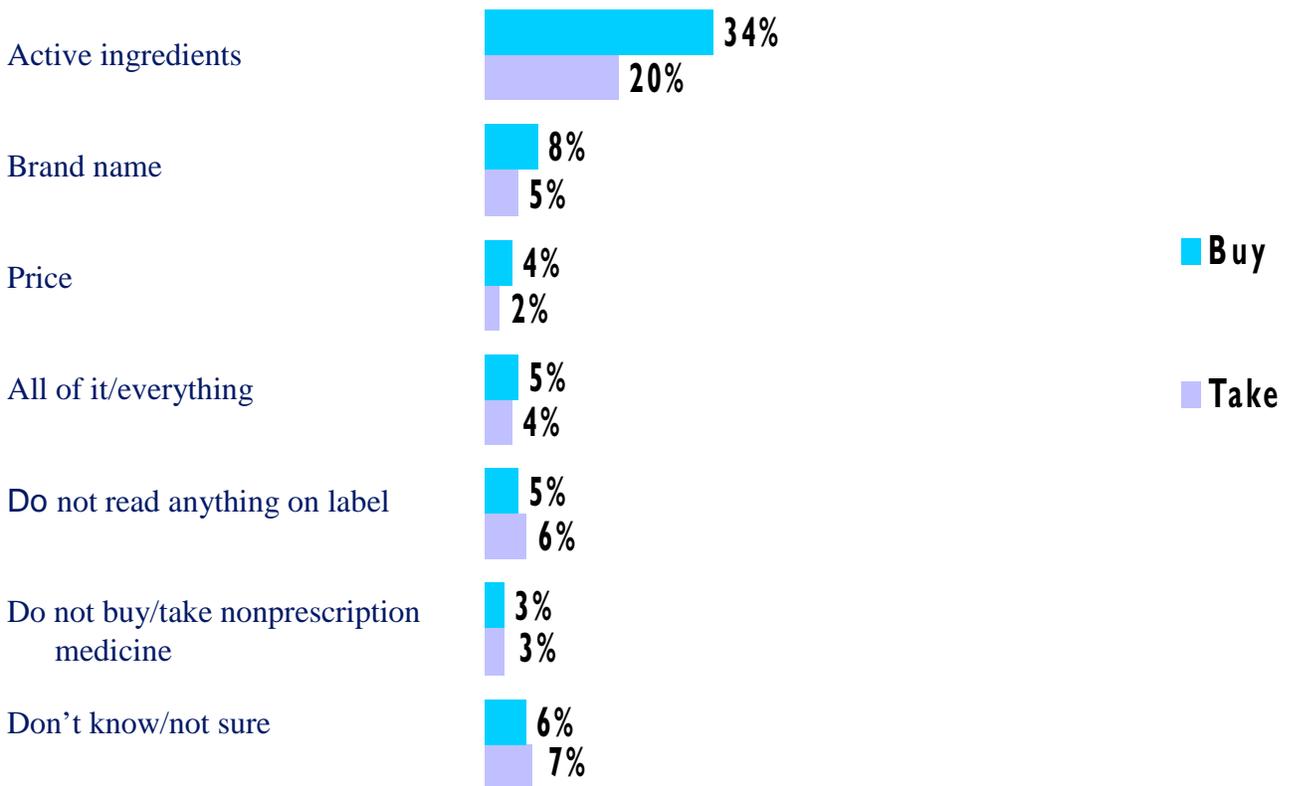




## Section 3: Consumer Use of OTC Labels

Now I'm going to ask you to think about **buying** a nonprescription medicine for the first time. When you look at the package, including the front, the back and the sides, what information do you read? Now, thinking about when you **take** the nonprescription medicine for the first time, what information do you read?

*Unaided responses*  
*"Other" responses omitted*





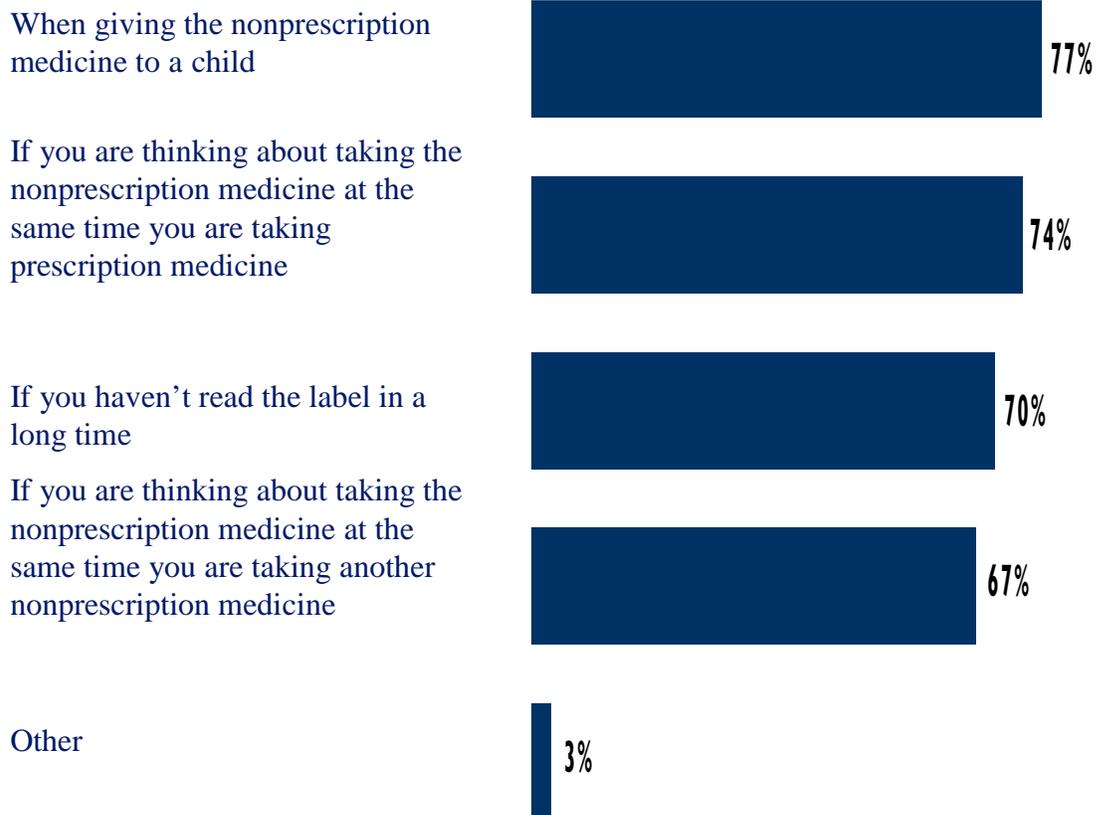
## Section 3: Consumer Use of OTC Labels

### 3. Under certain circumstances, Americans say they are likely to re-read the labels of nonprescription medications.

- Three-quarters of those who have taken a nonprescription medication say they would re-read the label if they were giving the medicine to a child (77%) or if they were thinking about taking the medicine at the same time they were taking a prescription medication (74%).

Once you have already used a nonprescription medicine, for which, if any, of the following reasons would you read the label again? Are you likely to re-read the label in the following circumstances?

Summary of “Yes,” multiple responses allowed  
Base: Take nonprescription medicine (n=983)





## Section 4: Knowledge About OTC Drugs

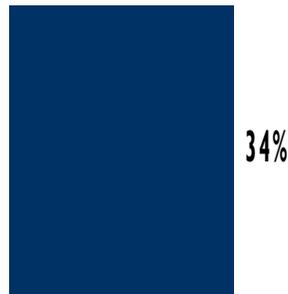
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### 1. Most Americans who take nonprescription medication for their headaches do not know what the active ingredient in their headache medication is.

- Only one-third (34%) of Americans who take a nonprescription medication for their headache can correctly identify its active ingredient.
- Two-thirds (66%) either incorrectly identify the active ingredient or do not know what the active ingredient is.

And, to the best of your recollection, what is the active ingredient in that brand?

Can correctly identify active ingredient



Cannot correctly identify active ingredient



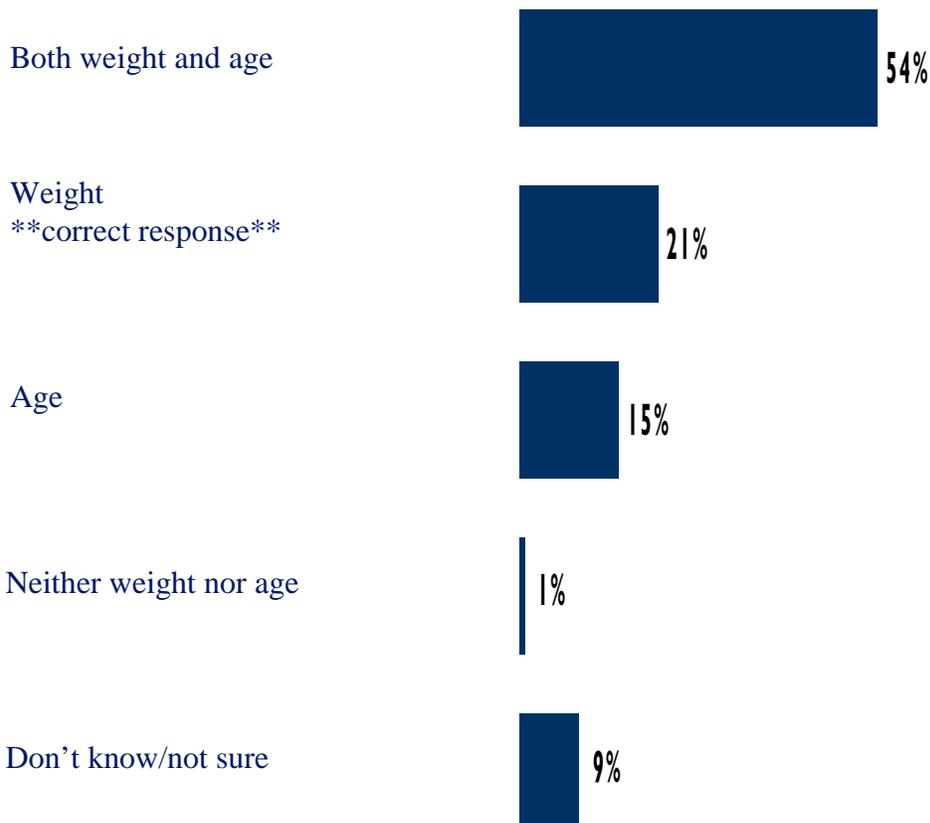


## Section 4: Knowledge About OTC Drugs

### 2. A majority of Americans do not know that the most accurate way to determine the amount of medicine for a child under the age of 12 is by weight alone.

- A majority (54%) of Americans incorrectly say that the most accurate way to determine the amount of medicine for a child under the age of 12 is by weight and age.
- One-fifth (21%) correctly says weight alone is the most accurate method.

Based on what you know, what is the most accurate way to determine the amount of medicine for a child under the age of 12?





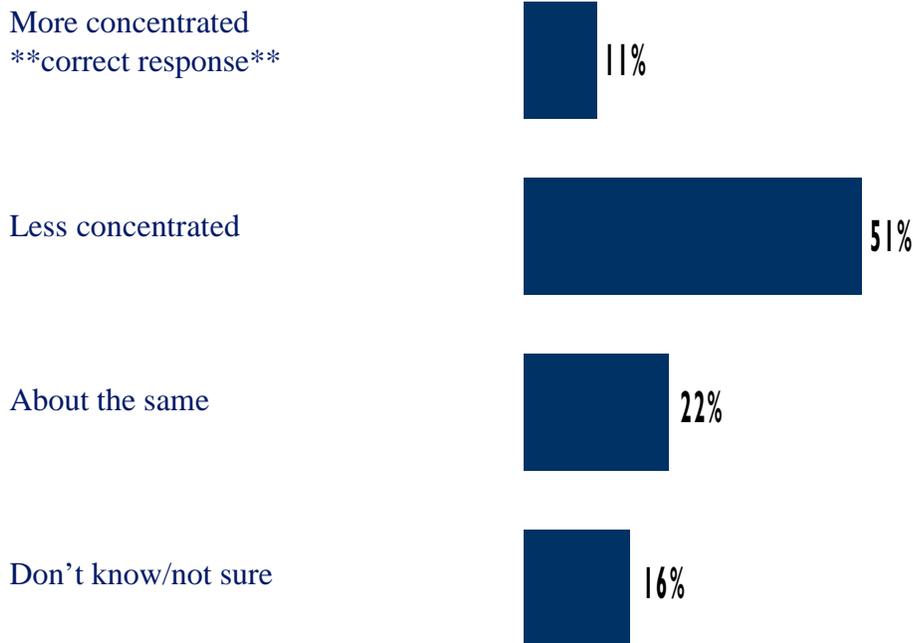
## Section 4: Knowledge About OTC Drugs

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### 3. Most Americans incorrectly say that nonprescription medications for babies are less concentrated than formulations for older children.

- Half (51%) of Americans say that nonprescription medicines for babies are less concentrated than those for older children.
- Only one out of ten (11%) correctly says that the concentration for babies is higher than for older children.

To the best of your knowledge, are nonprescription medicines formulated for babies more concentrated, less concentrated than formulations for older children, or are they about the same?





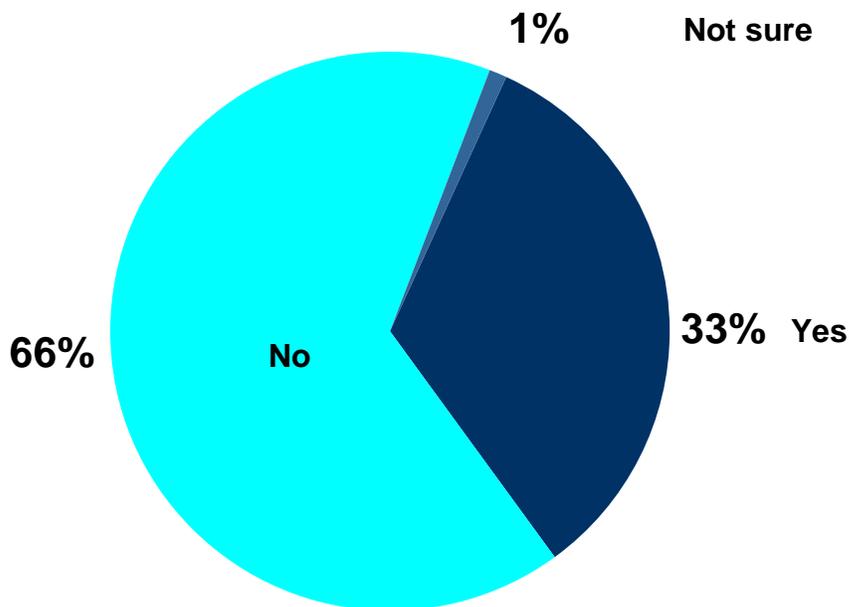
## Section 5: Taking Too Much of an OTC Product

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### 1. One out of three Americans has taken more than the recommended dose of a nonprescription medication.

- One-third (33%) of Americans have taken more than the recommended dose of a nonprescription medicine.

Have you ever taken more than the recommended dose of a nonprescription medicine?





## Section 5: Taking Too Much of an OTC Product

### 2. Americans who exceed the recommended dosage of nonprescription medications do so in multiple ways.

- Two-thirds (69%) take more than the recommended number of pills at one time.
- Three-fifths (63%) take the next dose sooner than directed on the label.
- Two-fifths (44%) take more dosages per day than indicated by the label.

Have you taken:

*Base: Have taken more than recommended dose of nonprescription medicine (n=334)  
Multiple responses allowed*

More than the recommended number of pills at a single time

69%

The next dose sooner than directed on the label

63%

More than the number of dosages per day as directed on the label

44%

Don't know/not sure

8%



## Section 5: Taking Too Much of an OTC Product

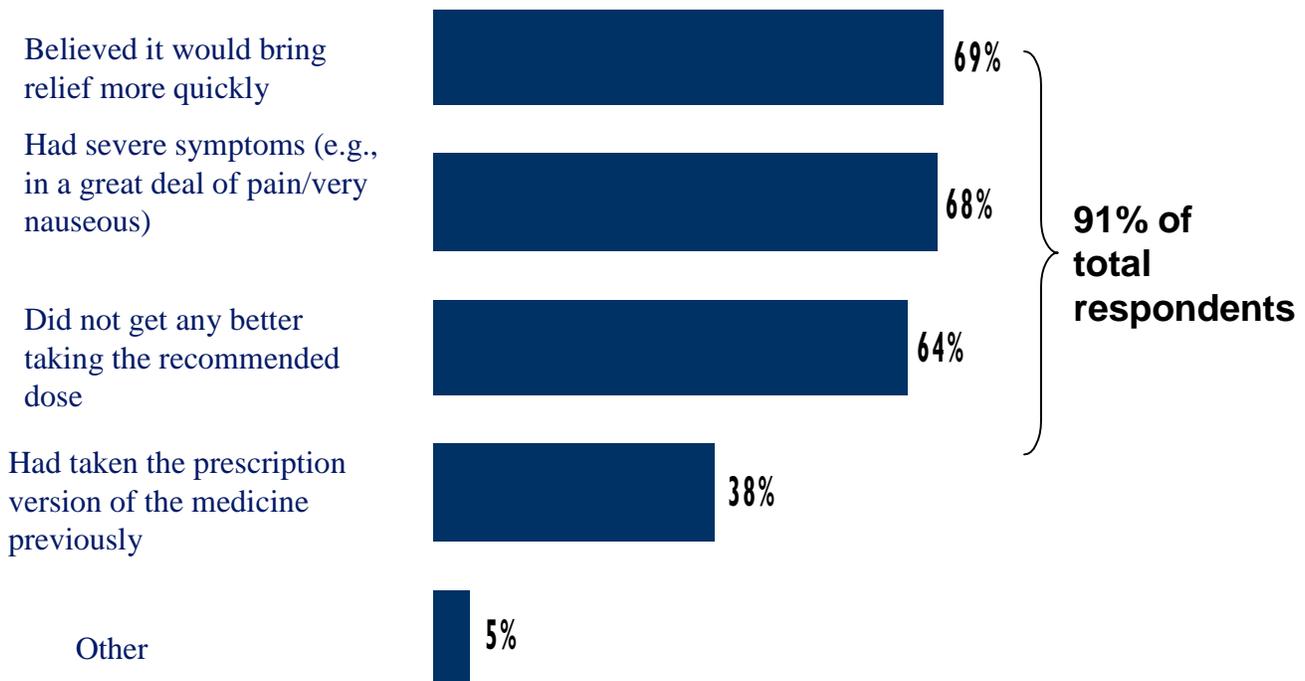
### 3. Nine out of ten (91%) Americans who exceed the recommended dose of nonprescription medications do so because they think it will increase the effectiveness of the medication.

- Seven out of ten (69%) say they believed exceeding the recommended dose would bring relief more quickly.
- Two-thirds say it is because they had severe symptoms (68%) or because they did not get any better taking the recommended dose (64%).

Thinking about the most recent time you took more than the recommended dose, why did you take more? Was it because you:

#### Summary of “Yes”

Base: Have taken more than recommended dose of nonprescription medicine (n=334)





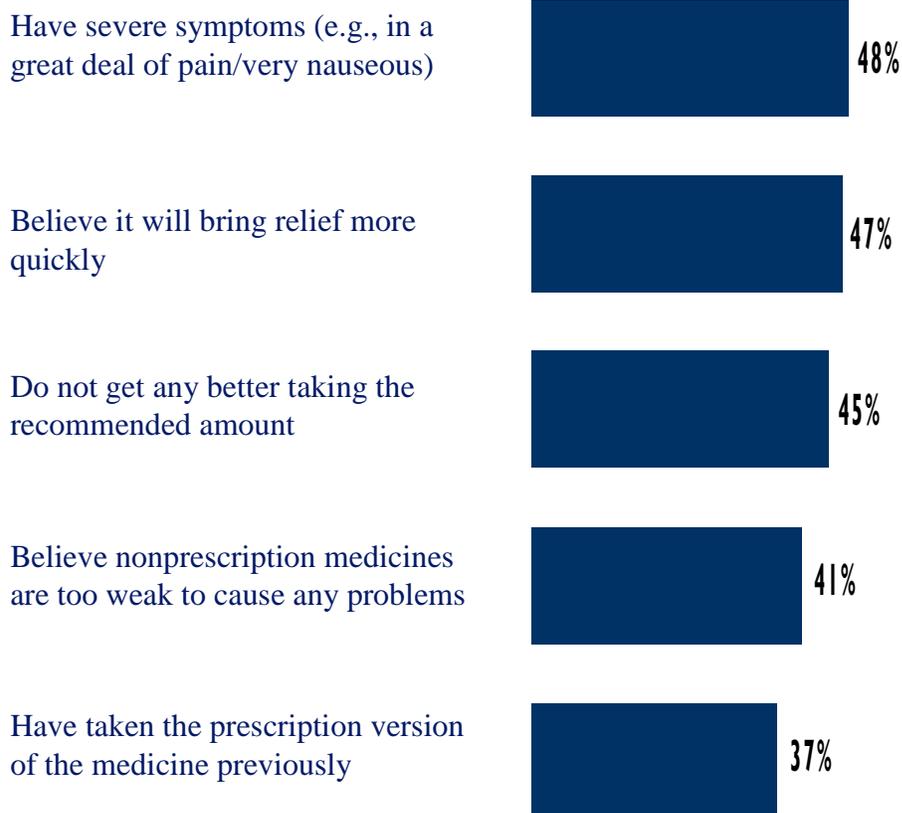
## Section 5: Taking Too Much of an OTC Product

### 4. Under various circumstances, Americans think it is likely that people take more than the recommended dosages of nonprescription medications.

- One-half (48%) say this likely happens when people have severe symptoms.
- Almost one-half say this likely happens when it will bring relief more quickly (47%) or when people don't get any better taking the recommended amount (45%).

People sometimes take more than the recommended amount of a nonprescription medicine. This can occur if a person takes more pills than recommended, or takes the next dose sooner than directed on the label. Based on what you know, is it extremely likely, very likely, somewhat likely, not very likely, or not at all likely that people would take more than the recommended dose because they:

*Summary: Extremely/Very likely*





## Section 5: Taking Too Much of an OTC Product

### 5. Americans say that some forms of administering nonprescription medications make it more difficult to get the recommended dose.

- Four out of five (81%) Americans say that getting the recommended dose is either somewhat easy or very easy when the nonprescription medicine comes in pill form.
- Two-thirds say the same for liquid (68%) and chewable tablet (67%) forms.
- However, just slightly more than half (54%) say that getting the recommended dose is easy when the medication comes in the form of drops.

nonprescription medicines often come in various forms, such as pills, chewable tablets, liquid and drops. Do you believe it is very easy, somewhat easy, neither easy nor difficult, somewhat difficult or very difficult to get the recommended dose if the nonprescription medicine is a:

*Summary of “very/somewhat easy”*

Pill



Liquid



Chewable tablet



Drop



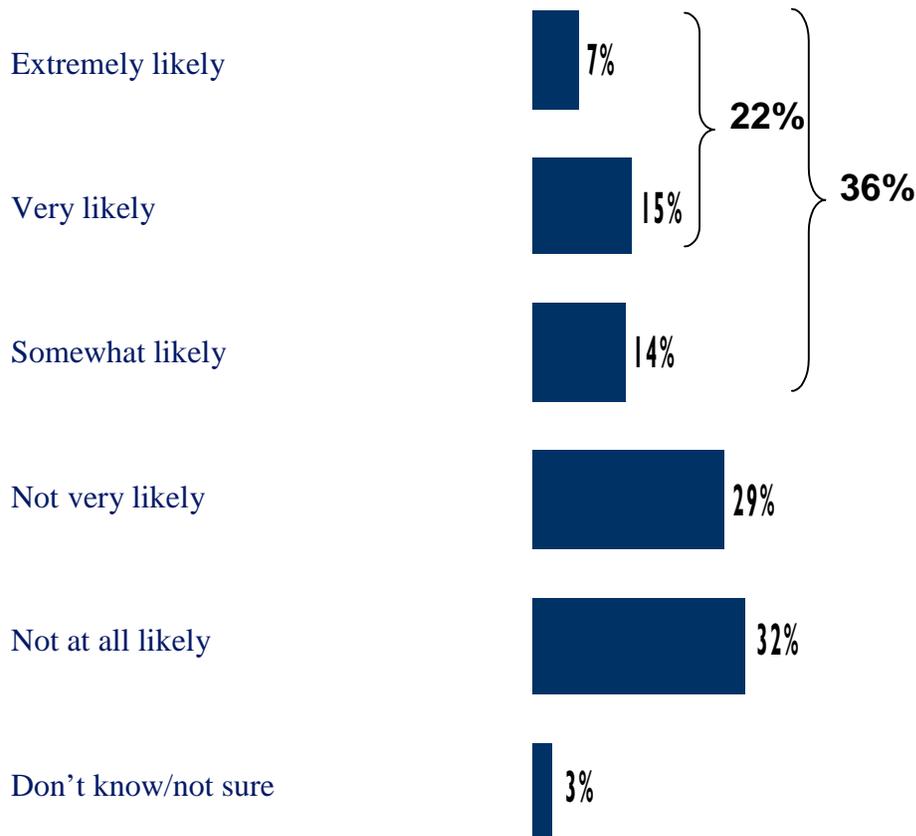


## Section 5: Taking Too Much of an OTC Product

### 6. Many Americans are likely to combine nonprescription medications when they have multiple symptoms.

- One-third (36%) of Americans are likely to combine nonprescription medications when they have multiple symptoms such as a headache and a sore throat.
  - ◆ One-fifth (22%) is very or extremely likely to combine medications in such circumstances.

If you have more than one symptom at the same time, such as a headache and a sore throat, how likely are you to take more than one nonprescription medicine? Are you:





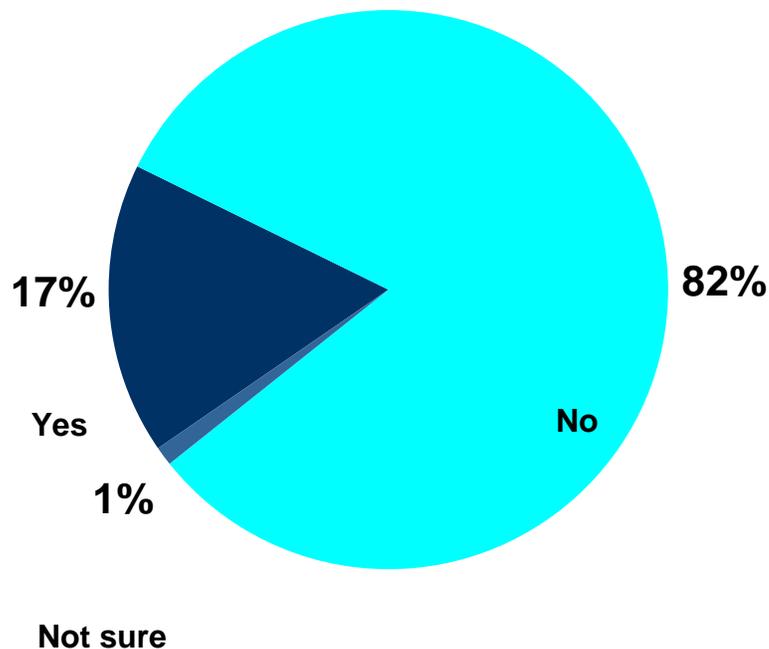
## Section 6: Experience with Side Effects

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### 1. Most Americans (82%) have never experienced a negative reaction or side effect from taking a nonprescription medicine.

- Only 17% of those polled say they experienced a negative reaction or side effect from a nonprescription medication.

Have you ever experienced a negative reaction or side effect from taking a nonprescription medicine?





## Section 6: Experience with Side Effects

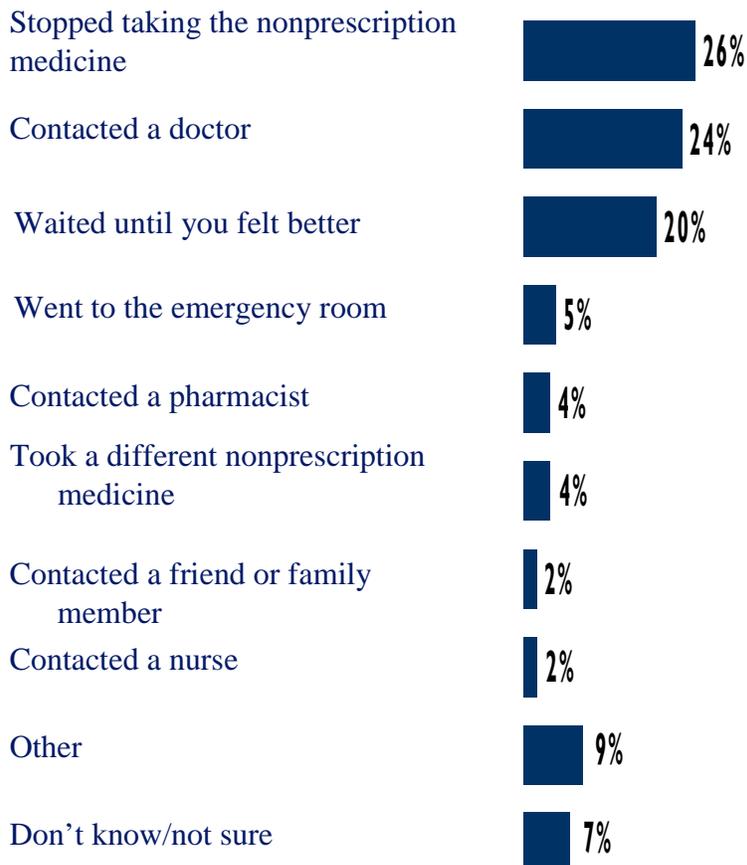
### 2. Most Americans who say they experienced a negative reaction or side effect did not believe the reaction was serious enough to consult a doctor.

- Only one-quarter (24%) of those who say they experienced a negative reaction or side effect contacted a doctor as a result.
- One-quarter (26%) stopped taking the medicine.

Thinking about the last time you experienced a negative reaction or side effect from taking a nonprescription medicine, what did you do?

*Unaided responses*

*Base: Had a negative reaction or side effect from a nonprescription medicine (n=170)*





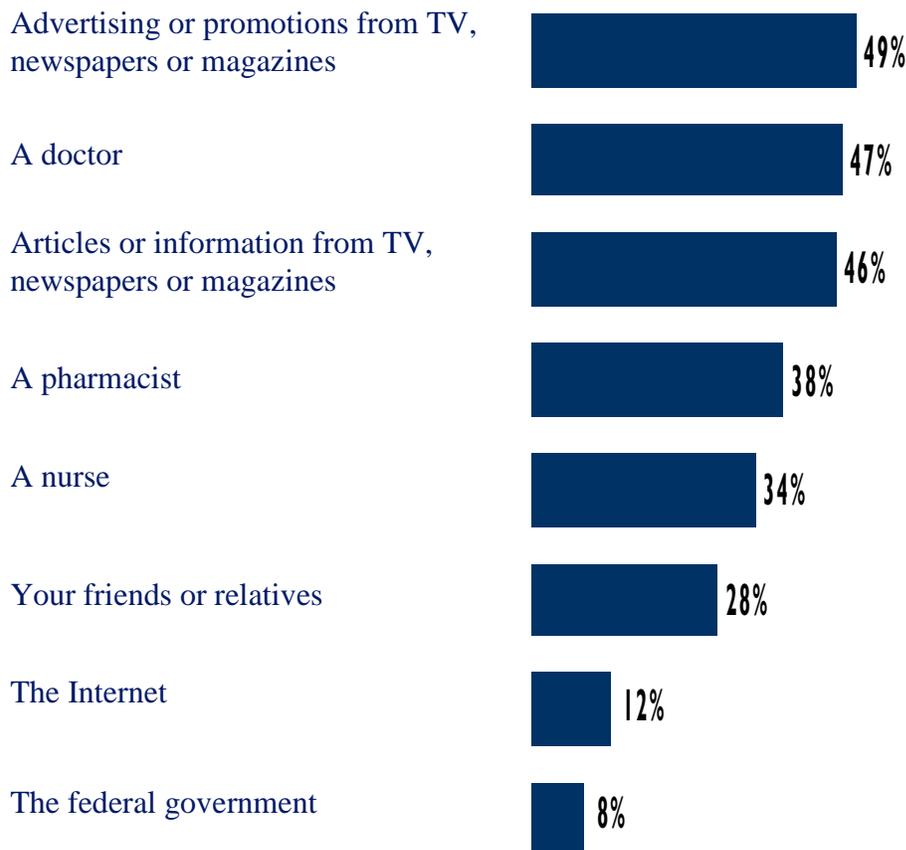
## Section 7: Interaction with Health Professionals

### 1. Americans receive as much information about nonprescription medicine from advertising, or promotions from television or newspapers and magazines, as they do from doctors.

- One-half (49%) of Americans say they have received information about nonprescription medicine from advertising or promotions in the past six months.
- Just under one-half (47%) say they have received information from a **doctor**.

Within the past six months, have you received information about nonprescription medicine from any of the following?

#### Summary of “Yes”





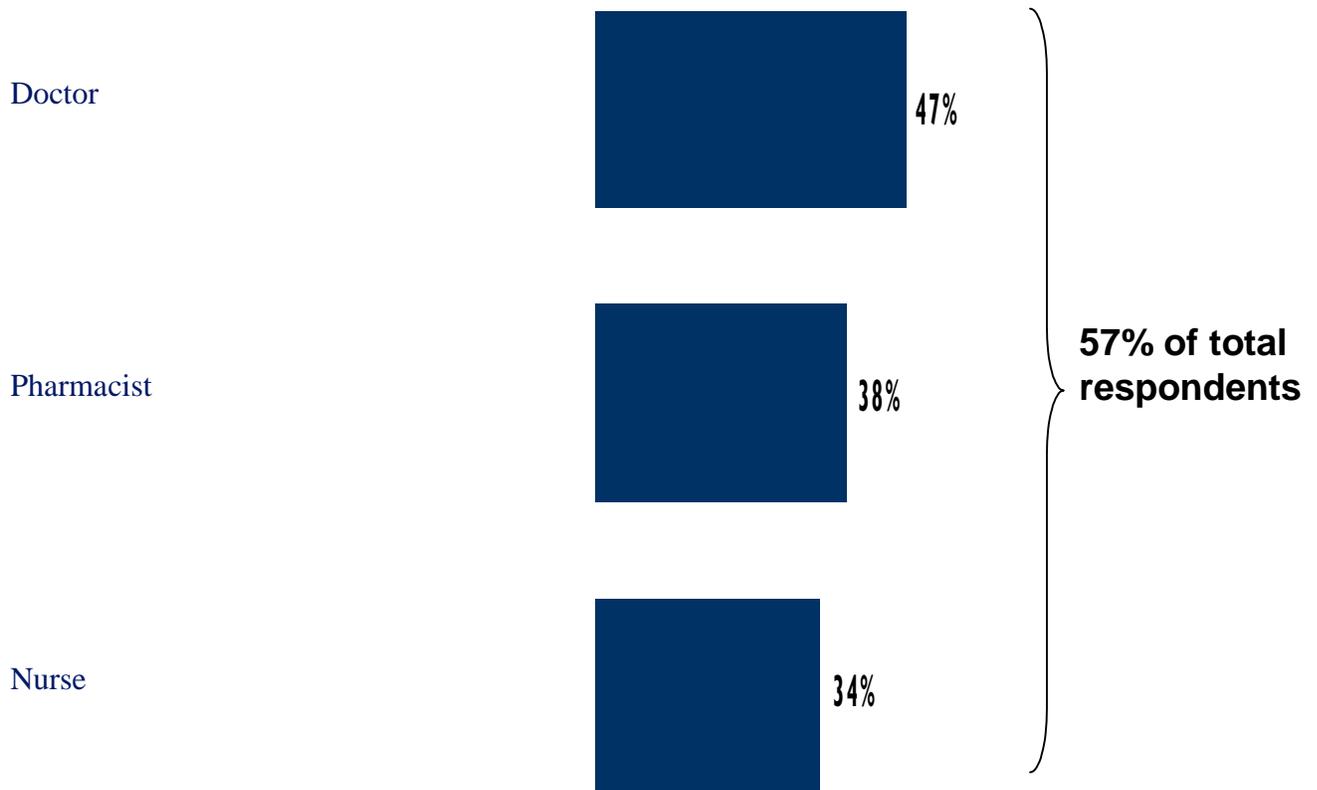
## Section 7: Interaction with Health Professionals

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**2. A majority of Americans have received information about a nonprescription medicine from a medical professional in the past six months.**

- **More than half (57%) of Americans have received information about nonprescription medicine from a medical professional in the past six months.**

Within the past six months, have you received information about nonprescription medicine from any of the following?





## Section 7: Interaction with Health Professionals

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### **3. Among those Americans who have not received information about nonprescription medication in the past six months from a medical professional, the most often mentioned reason is a lack of access or because they didn't see a medical professional.**

- More than one-third (36%) of Americans who have not received information from a doctor about nonprescription medication say that it was due to a lack of access or because they didn't see a doctor.
- One-third (32%) of Americans who have not received information from a nurse about nonprescription medication say that it was due to a lack of access or because they didn't see a nurse.
- One-quarter (27%) of Americans who have not received information from a pharmacist about nonprescription medication say that it was due to a lack of access or because they didn't see a pharmacist.



## Section 7: Interaction with Health Professionals

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### **4. The second most likely reason Americans have not received information from a medical professional about a nonprescription medication in the past six months is because the respondent did not think it was necessary.**

- Just over one out of ten (13%) Americans who has not received information from a doctor about nonprescription medications says that it was because it was not necessary.
- One out of seven (15%) Americans who has not received information from a pharmacist about nonprescription medications says that it was because it was not necessary.
- One out of seven (14%) Americans who has not received information from a nurse about nonprescription medications says that it was because it was not necessary.

**About one in ten Americans who has not received information about nonprescription medication from a medical professional says it was because he/she forgot to ask (11% for doctors, 13% for pharmacists, and 10% for nurses).**

**About one in ten Americans who has not received information about nonprescription medication from a medical professional says it was because he/she had all the information they needed (11% for doctors, 11% for pharmacists, and 10% for nurses).**

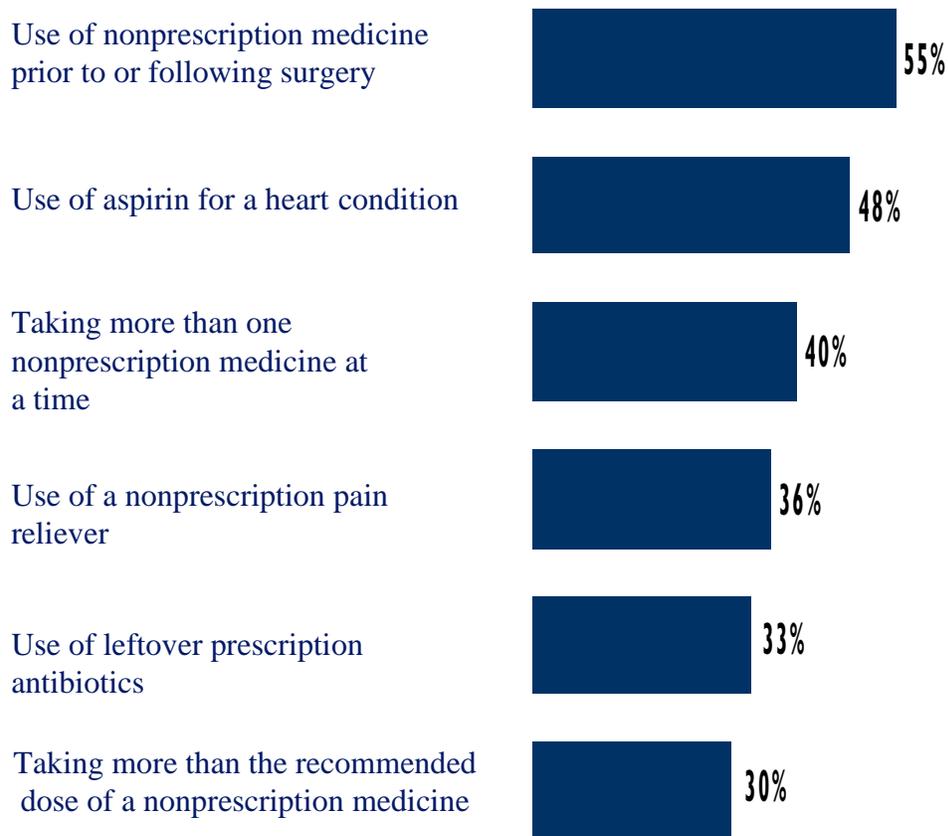


## Section 7: Interaction with Health Professionals

### 5. Americans are least likely to talk with a medical professional about taking more than the recommended dose of a nonprescription medicine (30%), the use of leftover prescription antibiotics (33%), or about the use of nonprescription pain relievers (36%).

People talk with medical professionals about many different things. For each of the following, please tell me whether you are extremely likely, very likely, somewhat likely, not very likely or not at all likely to talk to a medical professional about the following:

#### Summary of “extremely/very likely”





## Section 8: Demographic Profile

<u>Age</u>	<u>%</u>
18 - 24	13
25 - 29	9
30 - 34	10
35 - 39	10
40 - 49	20
50 - 59	16
60 or older	20
Refused	2
Mean age (in years)	45.6
Median age (in years)	39.7

<u>Household Income</u>	<u>%</u>
Less than \$25,000	19
\$25,000 < \$50,000	23
\$50,000 < \$75,000	16
\$75,000 < \$100,000	6
\$100,000 < \$125,000	4
\$125,000 or more	4
Refused	28
Mean (in \$000's)	51.8
Median (in \$000's)	32.2

<u>Education</u>	<u>%</u>
Less than high school graduate	10
High school graduate	29
Some college	26
College graduate	20
Postgraduate study	12
Refused	3

<u>Marital Status</u>	<u>%</u>
Married	50
Unmarried/living with significant other	4
Single, never married	26
Separated	1
Divorced	9
Widowed	7
Refused	3



## Section 8: Demographic Profile

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<u>Gender</u>	<u>%</u>
Male	48
Female	52

<u>Race</u>	<u>%</u>
White	78
Black	11
Asian	2
Hispanic	4
Other	1
Refused	4

# **Findings of the Health Professional Survey**



## Section 1: Key Findings

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### **1. While consumers say they are taking the same number of OTC drugs as five years ago, medical professionals report that nonprescription medicine use among patients/customers has increased.**

- Seventy-three percent of medical professionals believe that patients/customers are taking more nonprescription products today than five years ago.
  - ◆ Only five percent report that usage has decreased in the past five years.
- More than three in four doctors (78%) and pharmacists (83%) feel that patients/customers are taking more nonprescription medicines than five years ago.

### **2. Inappropriate use of nonprescription medicines is a problem according to medical professionals.**

- One in three (32%) feels inappropriate use is very or extremely serious.
  - ◆ An additional 47% believe it is somewhat serious.

### **3. Among those who view inappropriate use of nonprescription medicines as a problem, many feel that certain patient/customer behaviors are widespread problems.**

- Half (51%) of medical professionals feel that concurrent use of nonprescription and prescription medicines is a very or extremely widespread problem.
- One in three feels that taking doses of nonprescription medicine too frequently during the day (35%) and taking too much of a dose at one time (33%) are very or extremely widespread problems.



## Section 1: Key Findings

---

### **4. Medical professionals who feel that inappropriate use of nonprescription medicine is a serious problem identify a number of contributing factors.**

- Three in five (60%) medical professionals say that the presence of the same active ingredient in different nonprescription medicines contributes a lot or a great deal to inappropriate use.
- Seven in ten (69%) medical professionals believe that patients/customers do not know the active ingredient in the nonprescription medicines they take.
  - ◆ This assessment is correct. When asked about their preferred nonprescription pain relief products, two-thirds (66%) of Americans either misidentify the active ingredient or say that they do not know what the active ingredient is.
- Sixty percent of medical professionals also feel that the failure of patients/customers to read product labeling is a contributing factor to inappropriate use.
  - ◆ Medical professionals have some basis for their beliefs given the reports of consumers.
    - ◆ Only one in three (34%) Americans reads product labeling for the active ingredient when they first buy a nonprescription medicine.
    - ◆ Only one in five (20%) reads product labeling for the active ingredient when they take a nonprescription medicine for the first time.



## Section 1: Key Findings

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### **5. The majority of medical professionals has advised a patient/customer regarding a negative reaction to a nonprescription medicine in the past six months.**

- Three in five (60%) report that they have advised someone who has experienced a negative reaction or side effect from taking a nonprescription medicine.

**The recommendation to patients/customers who have experienced a negative reaction is a simple one: stop taking the nonprescription medication that caused the reaction.**

- This was the advice given by seven in ten (71%) medical professionals

### **6. Most medical professionals learn of their patients'/customers' use of nonprescription medicine by asking them directly.**

- Three in four (75%) medical professionals ask their patients/customers directly about their use of nonprescription medicine most or all of the time.
- Two in five (42%) medical professionals learn about their patient/customer's use of nonprescription medicine when their patients or customers ask them.
- One in four medical professionals waits for patients/customers to volunteer information on their use (27%) or for patients/customers to provide a list of nonprescription medicines they are taking (27%).



## Section 1: Key Findings

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### **7. Medical professionals say they ask their patients about issues having to do with nonprescription medicine more frequently than their patients ask them.**

- Half (49%) of medical professionals say they frequently ask their patients about taking more than one nonprescription medicine at a time.
  - ◆ Only one-quarter (27%) say their patients frequently ask them.
- Four out of ten (42%) medical professionals say they frequently ask their patients about taking more than the recommended dose of a nonprescription medicine.
  - ◆ Only one in six (16%) say their patients frequently ask them.
- Half (50%) of medical professionals say they frequently ask their patients about drug interactions.
  - ◆ Only one-quarter (25%) say their patients frequently ask them.
- Four out of ten (43%) medical professionals say they frequently ask their patients about the use of nonprescription medicine immediately prior to surgery.
  - ◆ Only one-quarter (27%) say their patients frequently ask them.



## Section 1: Key Findings

---

### **8. Consumers are more likely to say that they would ask a medical professional about a particular issue having to do with nonprescription medications than medical professionals say their patients are likely to ask them.**

- More than half (55%) of consumers say they would be likely to ask a medical professional about the use of nonprescription medicine immediately prior to or following surgery.
  - ◆ Only one-quarter (27%) of medical professionals say their patients frequently ask about this issue.
- Three out of ten (30%) consumers say they would be likely to ask a medical professional about taking more than the recommended dose of a nonprescription medicine.
  - ◆ Only one out of six (16%) medical professionals say their patients frequently ask about this issue.
- Four out of ten (40%) consumers say they would be likely to ask a medical professional about taking more than one nonprescription medicine at a time.
  - ◆ One-quarter (27%) of medical professionals say their patients frequently ask them about this issue.



## Section 1: Key Findings

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### **9. Most medical professionals make an effort to discuss nonprescription medicines with their patients/customers.**

- Two in three (65%) medical professionals spend more than a minute discussing nonprescription medicines.
- Compared to other medical professionals, doctors are less likely to spend more than a minute discussing nonprescription medicines.
  - ◆ Half (52%) of doctors report spending less than a minute discussing nonprescription medicine, compared to 28% of pharmacists, 26% of pediatric nurses, and 25% of nurses.

### **10. Different ailments prompt medical professionals to discuss nonprescription medicines with their patients/customers.**

- When discussing pain relief (68%) or common cold ailments (67%) with patients/customers, medical professionals talk about nonprescription medicine use most or all of the time.
- Other categories for which nonprescription medicine use is discussed most or all of the time include:
  - ◆ Allergy or sinus relief (58%)
  - ◆ Constipation, diarrhea or gas (49%)
  - ◆ Heartburn, indigestion or other stomach problems (45%)



## Section 1: Key Findings

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### **11. Americans and medical professionals give different explanations for why they may not communicate with each other about nonprescription medicines.**

- One-quarter (24%) of medical professionals say that the main reason their patients do not ask about nonprescription medicine is because they have all the information they need or know what to do.
  - ◆ Only one in ten (11%) Americans say they have not received information from a doctor, pharmacist or nurse over the past six months because they have all the information they need or know what to do with their nonprescription medicine.
- Seventeen percent of medical professionals say that the main reason their patients do not ask about nonprescription medicine is because they believe nonprescription medicines are safe.
  - ◆ Only four percent of Americans say they have not received information from a medical professional over the past six months because they believe nonprescription medicines are safe.

### **12. Medical professionals get their information about nonprescription medicines from a number of sources.**

- Two-fifths (42%) turn to drug product labeling or the PDR most or all of the time to learn about nonprescription medicine.
- Other sources include:
  - ◆ Continuing professional education (39%)
  - ◆ Drug manufacturers (32%)
  - ◆ Medical journals (31%)



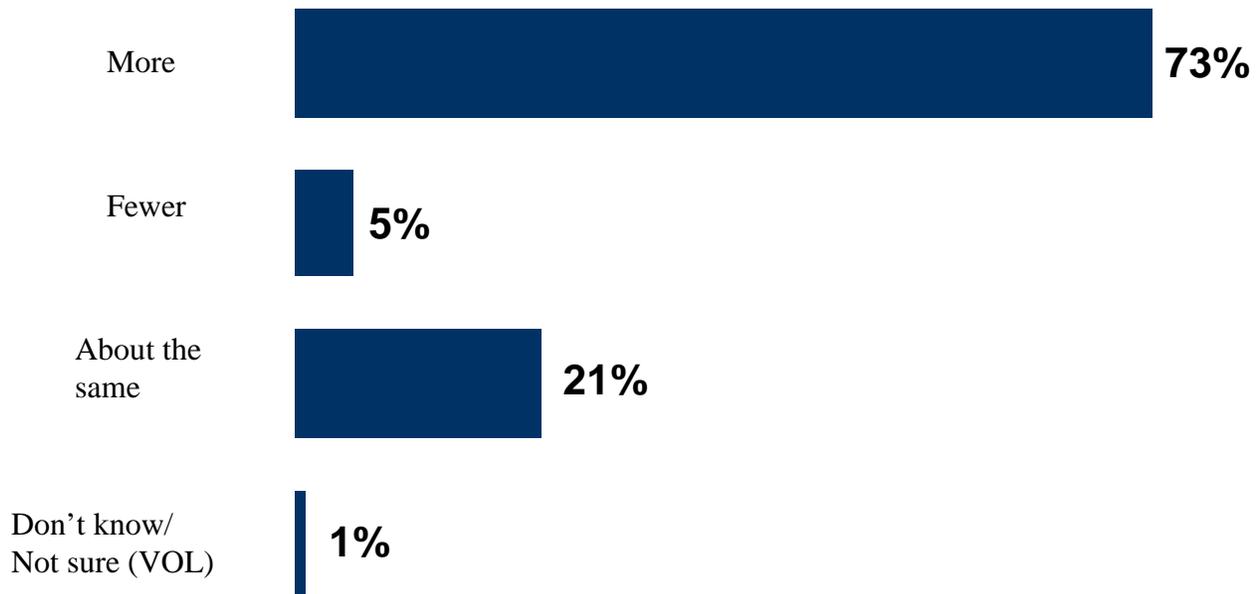
## Section 2: Perceptions of How Patients Take OTC Drugs

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### 1. A majority of medical professionals agree that patients/customers are taking more nonprescription products than they did five years ago.

- Three-quarters (73%) of medical professionals believe patients/customers are taking more nonprescription medicines than they did five years ago.

I'd like you to think about nonprescription medicine, that is, medicine available at a store or pharmacy without a prescription. Do you believe your patients/customers are taking more, fewer or about the same number of products as they did five years ago?





## Section 2: Perceptions of How Patients Take OTC Drugs

### 2. A majority of each type of medical professional interviewed feel that nonprescription medicine use has increased in the past five years.

- More than three-quarters of doctors (78%) and pharmacists (83%) feel that patients/customers are taking more nonprescription medicines than five years ago.

I'd like you to think about nonprescription medicine, that is, medicine available at a store or pharmacy without a prescription. Do you believe your patients/customers are taking more, fewer or about the same number of products as they did five years ago?

	<b>Total (n=451)</b>	<b>Doctors (n=150)</b>	<b>Pharmacists (n=151)</b>	<b>Ped. Nurses (n=50)</b>	<b>Nurses (n=100)</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
More	<b>73</b>	<b>78</b>	<b>83</b>	<b>50</b>	<b>63</b>
Fewer	<b>5</b>	<b>1</b>	<b>3</b>	<b>12</b>	<b>10</b>
	<b>21</b>	<b>21</b>	<b>13</b>	<b>36</b>	<b>26</b>
Don't know/Not sure (VOL)	<b>1</b>	<b>-</b>	<b>1</b>	<b>2</b>	<b>1</b>

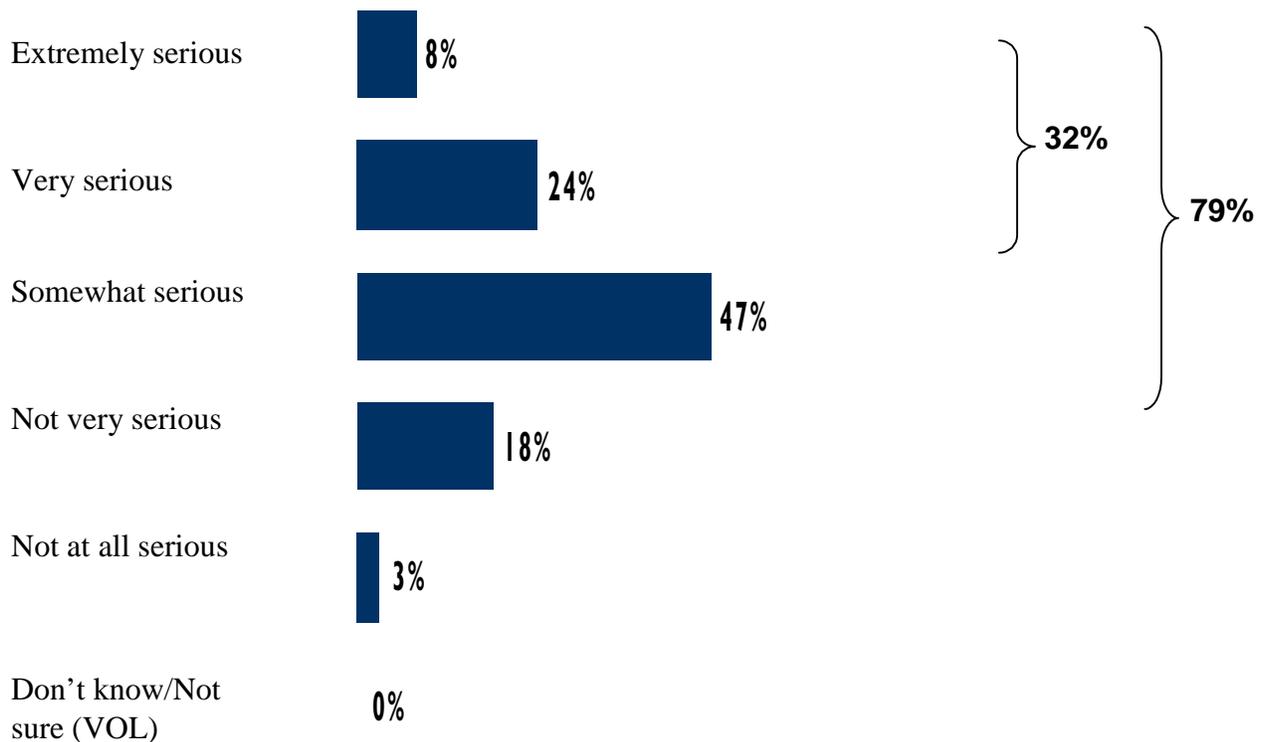


## Section 2: Perceptions of How Patients Take OTC Drugs

### 3. The majority of medical professionals feels that inappropriate use of nonprescription medicine is a serious problem.

- Four in five (79%) feel inappropriate use is a somewhat or more serious problem.
- One in three (32%) feels it is very or extremely serious.

How serious or not serious of a problem is the inappropriate use of nonprescription medicine?





## Section 2: Perceptions of How Patients Take OTC Drugs

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### **3. Medical professionals feel a number of self-medicating behaviors are widespread problems.**

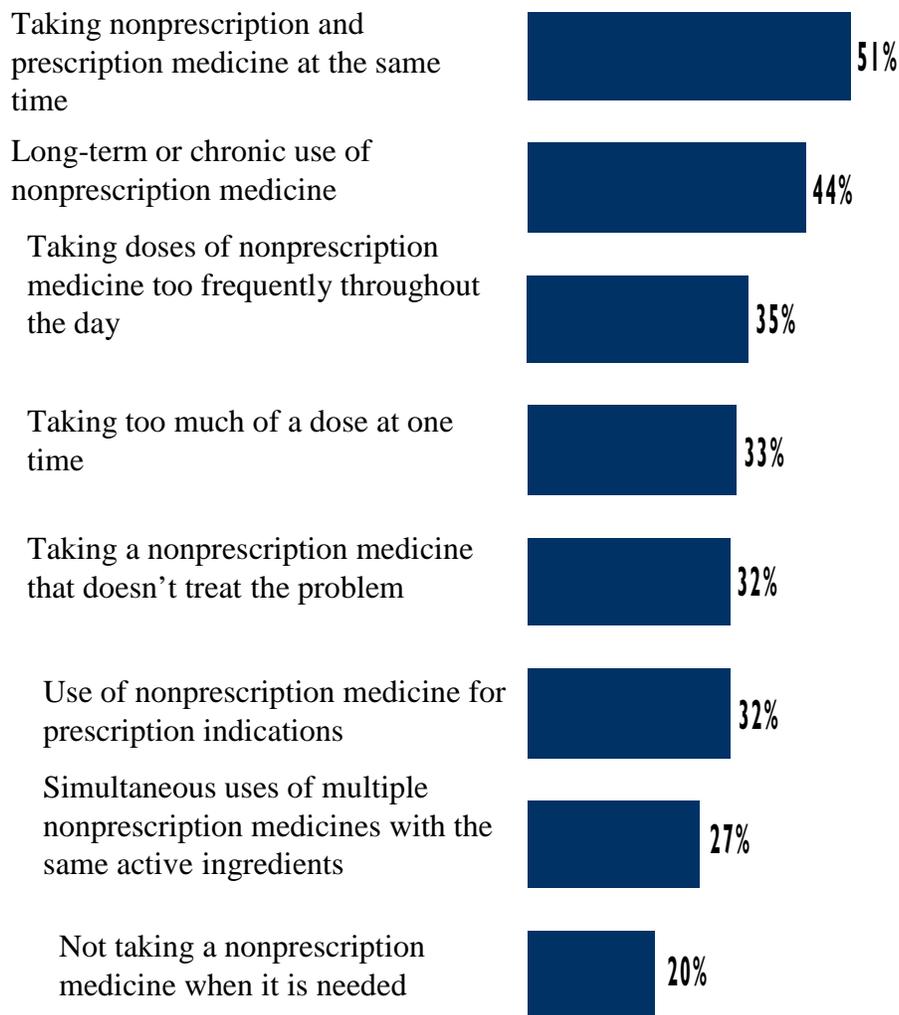
- Among those who feel that the inappropriate use of nonprescription medicine is a serious problem, half (51%) feel that taking nonprescription and prescription medicines concurrently is a very or extremely widespread problem.
- Also viewed as very or extremely widespread problems by at least a third of these medical professionals are:
  - ◆ Long-term or chronic use of nonprescription medicine (44%)
  - ◆ Taking doses of nonprescription medicine too frequently throughout the day (35%)
  - ◆ Taking too much of a dose at one time (33%)
  - ◆ Taking a nonprescription medicine that doesn't treat the problem (32%)
  - ◆ Use of nonprescription medicine for prescription indications (32%)



## Section 2: Perceptions of How Patients Take OTC Drugs

I am going to read you a list of ways in which your patients/customers may be using nonprescription medicine inappropriately. In your opinion, how widespread of a problem is each of the following?

### *Summary of “Extremely/very widespread”*



*Base: Believe inappropriate use of NPMs is at least somewhat serious (n=359)*



## **Section 2: Perceptions of How Patients Take OTC Drugs**

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### **4. A majority of medical professionals who feel inappropriate nonprescription medicine use is a serious problem identify a number of contributing factors.**

- Seven in ten medical professionals (69%) feel that a lack of knowledge about active ingredients contributes a lot or a great deal to inappropriate use.
- Six in ten (60%) feel that the presence of the same active ingredient in many nonprescription medicines and the failure of patients/customers to read product labeling are contributing factors.

### **5. Medical professionals assess factors contributing to inappropriate use somewhat differently.**

- Pharmacists (68%) are more likely than other medical professionals to feel that the presence of the same active ingredient in multiple nonprescription medicines contributes a lot or a great deal toward inappropriate use.
- Doctors (55%) are significantly more likely than other medical professionals to feel that the failure among patients to ask for physician advice contributes to inappropriate use.

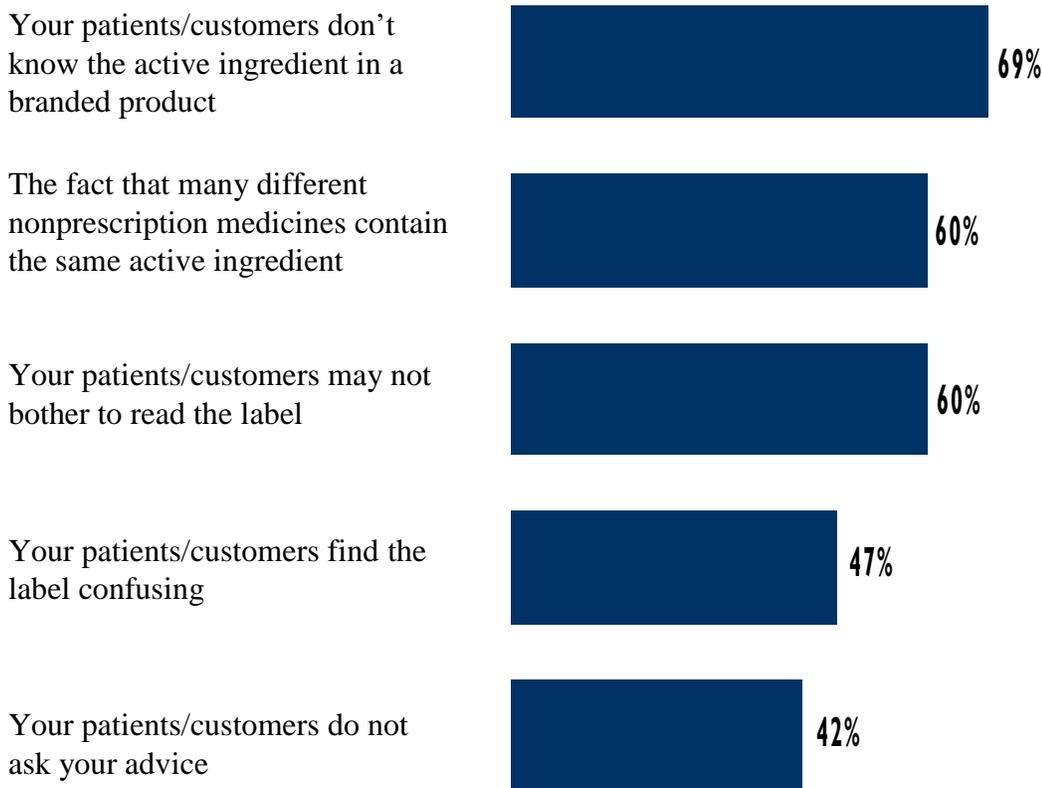


## Section 2: Perceptions of How Patients Take OTC Drugs

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And, in your opinion, how much does each of the following contribute to the inappropriate use of nonprescription medicine by your patients/customers? Does it contribute a great deal, a lot, somewhat, not very much, or not at all?

### *Summary of “A great deal/a lot”*



*Base: Believe inappropriate use of NPMs is at least somewhat serious*



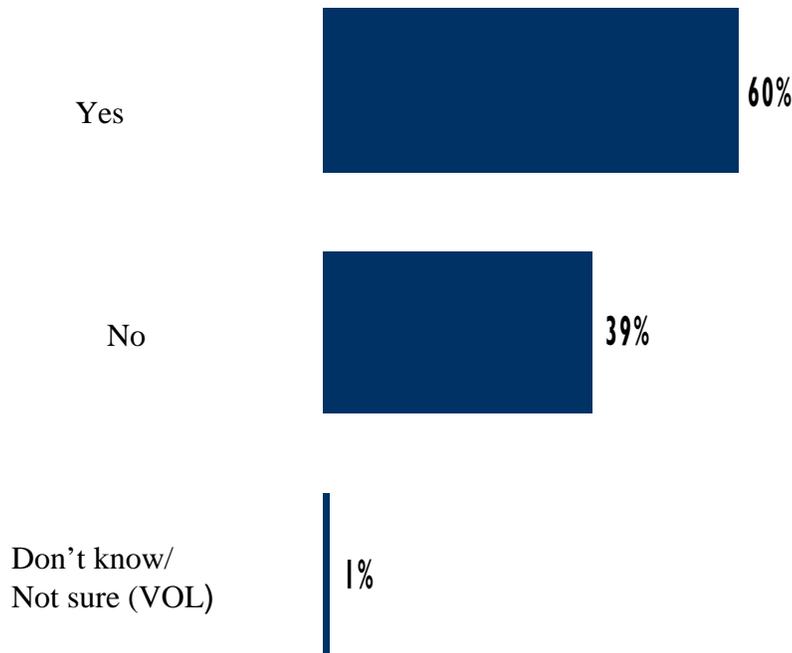
## Section 3: Counseling About Adverse Reactions

### 1. A majority of medical professionals interviewed have recently counseled a patient or customer regarding a negative reaction to a nonprescription medication.

- Three in five (60%) medical professionals have treated or advised a patient or customer who has experienced a negative reaction to a nonprescription medicine in the past six months.

In the past six months, have you treated or advised a patient/customer who experienced a negative reaction or side effect from taking a nonprescription medicine?

*Asked of doctors, nurses and pharmacists*





## Section 3: Counseling About Adverse Reactions

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### **2. The majority of medical professionals agree in their approach to treating or advising a patient with a negative reaction to a nonprescription medicine.**

- Among those who have experience with patients displaying side effects, seven in ten (71%) recommend that their patients stop taking the nonprescription medicine altogether.
- Far fewer medical professionals recommend that their patients/customers take a different nonprescription medicine (17%) or contact a doctor (12%).
- Only three percent reassure their patient/customer and advise continued use of the nonprescription medicine.



## **Section 4: Counseling Patients/Customers About OTC Use**

---

### **1. The majority of medical professionals use a direct line of communication when it comes to their patients'/customers' use of nonprescription medicine.**

- Three in four (75%) medical professionals ask their patients/customers directly about nonprescription medicine use most or all of the time.
- Two in five (42%) medical professionals report that they find out about patients' use when patients initiate the conversation.
- Only one-quarter of medical professionals wait for patients to volunteer such information (27%) or for patients to provide a list of nonprescription medicines they are taking (27%) most or all of the time.

### **2. Medical professionals rely on communication in varying degrees.**

- Pediatric nurses (88%) and nurses (86%) are more likely than doctors (75%) and pharmacists (62%) to ask their patients directly about the nonprescription medicines they are taking.
- Pediatric nurses (66%) and pharmacists (59%) are more likely to find out about nonprescription medicine use when patients ask them about it directly.



## Section 4: Counseling Patients/Customers About OTC Use

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### **3. Medical professionals say they ask their patients about issues having to do with nonprescription medicine more frequently than their patients ask them.**

- Half (49%) of medical professionals say they frequently ask their patients about taking more than one nonprescription medicine at a time.
  - ◆ Only one-quarter (27%) say their patients frequently ask them.
  
- Four out of ten (42%) medical professionals say they frequently ask their patients about taking more than the recommended dose of a nonprescription medicine.
  - ◆ Only one in six (16%) say their patients frequently ask them.
  
- Half (50%) of medical professionals say they frequently ask their patients about drug interactions.
  - ◆ Only one-quarter (25%) say their patients frequently ask them.
  
- Four out of ten (43%) medical professionals say they frequently ask their patients about the use of nonprescription medicine immediately prior to surgery.
  - ◆ Only one-quarter (27%) say their patients frequently ask them.



## Section 4: Counseling Patients/Customers About OTC Use

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### **4. Consumers are more likely to say that they would ask a medical professional about a particular issue having to do with nonprescription medications than medical professionals say their patients are likely to ask them.**

- More than half (55%) of consumers say they would be likely to ask a medical professional about the use of nonprescription medicine immediately prior to or following surgery.
  - ◆ Only one-quarter (27%) of medical professionals say their patients frequently ask about this issue.
  
- Three out of ten (30%) consumers say they would be likely to ask a medical professional about taking more than the recommended dose of a nonprescription medicine.
  - ◆ Only one out of six (16%) medical professionals say their patients frequently ask about this issue.
  
- Four out of ten (40%) consumers say they would be likely to ask a medical professional about taking more than one nonprescription medicine at a time.
  - ◆ One-quarter (27%) of medical professionals say their patients frequently ask them about this issue.



## Section 4: Counseling Patients/Customers About OTC Use

I'm going to read you a list of ways that you may find out about your patients'/customers' use of nonprescription medicine. For each of the following, how often do the following occur?

	<b>Total (n=451)</b>	<b>Doctors (n=150)</b>	<b>Pharmacists (n=151)</b>	<b>Ped. Nurses (n=50)</b>	<b>Nurses (n=100)</b>
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### *Summary of "All/Most of the time"*

	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
You ask patients/customers about their use of nonprescription medicine	<b>75</b>	<b>75</b>	<b>62</b>	<b>88</b>	<b>86</b>
You get information from looking at the patient's medical chart/customer's patient profile	<b>58</b>	<b>53</b>	<b>50</b>	<b>70</b>	<b>74</b>
Your patients/customers <u>ask you</u> about their use of nonprescription medicine	<b>42</b>	<b>23</b>	<b>59</b>	<b>66</b>	<b>35</b>
You wait for patients/customers to volunteer information about taking nonprescription medicine	<b>27</b>	<b>26</b>	<b>29</b>	<b>22</b>	<b>27</b>
Your patients/customers provide you with a list of nonprescription medicines they are taking	<b>27</b>	<b>17</b>	<b>18</b>	<b>48</b>	<b>43</b>



## Section 4: Counseling Patients/Customers About OTC Use

	Medical Professionals Say Patients Ask Them* (n=451) %	Medical Professionals Ask Patients* (n=451) %	Consumers ask Medical Professionals** (n=1011) %
Taking more than one nonprescription medicine at a time	<b>27</b>	<b>49</b>	<b>40</b>
Taking more than the recommended dose of a nonprescription medicine	<b>16</b>	<b>42</b>	<b>30</b>
The use of nonprescription medicine immediately prior to or following surgery	<b>27</b>	<b>43</b>	<b>55</b>
How they should use the product	<b>37</b>	<b>62</b>	<b>N/A</b>
Drug interactions	<b>25</b>	<b>50</b>	<b>N/A</b>
What nonprescription medicine they should use to treat the problem	<b>42</b>	<b>56</b>	<b>N/A</b>

*\*Summary of All/Most of the time*

*\*\*Summary of Extremely/Very likely*



# Section 4: Counseling Patients/Customers About OTC Use

	Medical Professionals Say Patients Ask Them*  (n=451)  %	Medical Professionals Ask Patients*  (n=451)  %	Consumers Ask Medical Professionals**  (n=1011)  %
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If it is okay to take a nonprescription medicine if they have a medical condition like high blood pressure	<b>46</b>	<b>N/A</b>	<b>N/A</b>
--	-----------	------------	------------

How well the product works	<b>N/A</b>	<b>54</b>	<b>N/A</b>
----------------------------	------------	-----------	------------

Use of aspirin for a heart condition	<b>N/A</b>	<b>N/A</b>	<b>48</b>
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Use of a nonprescription pain reliever	<b>N/A</b>	<b>N/A</b>	<b>36</b>
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Use of leftover prescription antibiotics	<b>N/A</b>	<b>N/A</b>	<b>33</b>
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*\*Summary of All/Most of the time*

*\*\*Summary of Extremely/Very likely*



## Section 4: Counseling Patients/Customers About OTC Use

### 5. Most medical professionals spend more than a minute discussing nonprescription medicine with their patients.

- Almost half (48%) of the doctors surveyed report spending more than a minute discussing nonprescription medicine with patients, compared to 72% of pharmacists, 74% of pediatric nurses, and 75% of nurses.

When you discuss nonprescription medicine with your patients/customers, on average, how much time do you spend speaking with them?

	Total (n=451)	Doctors (n=150)	Pharmacists (n=151)	Ped. Nurses (n=50)	Nurses (n=100)
	%	%	%	%	%
Less than 30 seconds	4	7	1	4	6
30 seconds to 1 minute	31	45	27	22	19
More than 1 minute	65	48	72	74	74
Don't know/Not sure (VOL)	-	-	-	-	1

Summary of percentages for 'Less than 30 seconds':  
 Doctors: 7% (52% of total doctors)  
 Pharmacists: 1% (28% of total pharmacists)  
 Ped. Nurses: 4% (26% of total pediatric nurses)  
 Nurses: 6% (25% of total nurses)



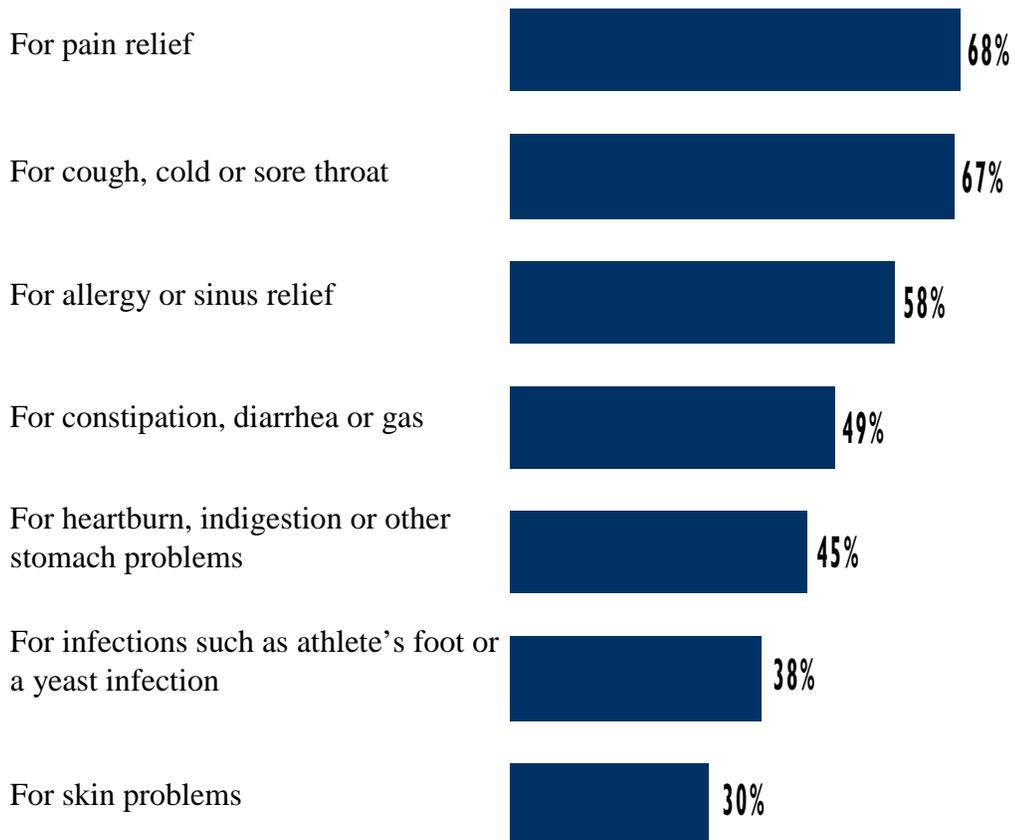
## Section 4: Counseling Patients/Customers About OTC Use

### 6. Medical professionals frequently discuss nonprescription medicine use for a number of ailments.

- Pain relief (68%), cough/cold/sore throat (67%) and allergy or sinus relief (58%) are the most commonly discussed.

How often do you discuss with your patients/customers the use of nonprescription medicine for each of the following therapeutic categories?

#### *Summary of “All/Most of the time”*





## Section 4: Counseling Patients/Customers About OTC Use

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### **7. In an average week, doctors indicate that they are more than twice as likely to be asked about prescription medications than nonprescription medications by their patients.**

- Doctors say that six out of ten (62%) of their patients ask them about prescription medicine during an average week.
- One in four (25%) patients ask doctors about nonprescription medicine.

### **Pharmacists are almost twice as likely to be asked about prescription medications than nonprescription medications by their customers.**

- Sixty-five percent of customers ask pharmacists about prescription medicine in an average week.
- Nearly two in five (37%) customers ask pharmacists about nonprescription medication.

### **Unlike doctors and pharmacists, pediatric nurses report that they are more likely to be asked about nonprescription medications than prescription medications by their patients.**

- Two in five (41%) patients ask pediatric nurses about nonprescription medicines during an average week.
- About one-third (37%) ask them about prescription medicines.

### **Nurses are more likely to be asked about prescription medications than nonprescription medications by their patients.**

- Fifty-seven percent of patients ask nurses about prescription medicines in an average week, while one in three (34%) patients asks about nonprescription medicines.



## **Section 4: Counseling Patients/Customers About OTC Use**

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### **8. Medical professionals field a number of questions about nonprescription medicine.**

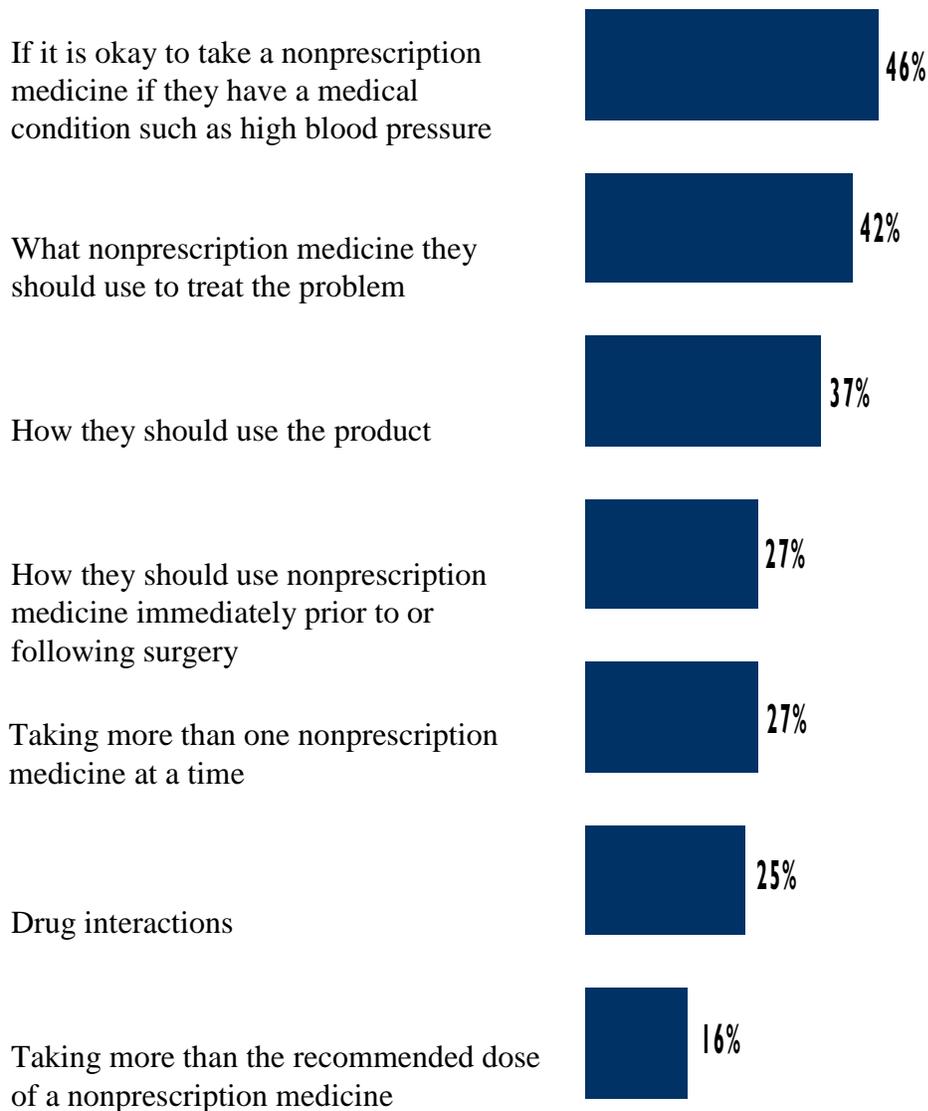
- Nearly half (46%) are asked by patients most or all of the time if it is okay to take a nonprescription medicine if there is a preexisting medical condition such as high blood pressure.
- One in four (25%) medical professionals is asked most or all of the time about drug interactions, while only 16% are asked about taking more than the recommended dose of a nonprescription medicine.



## Section 4: Counseling Patients/Customers About OTC Use

For each of the following, please tell me how frequently your patients/customers ask you about (ITEM).

### *Summary of All/Most of the time*





## Section 4: Counseling Patients/Customers About OTC Use

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### **9. One in four medical professionals assumes that patients/ customers do not ask about nonprescription medicine because they have enough information.**

- Twenty-four percent of medical professionals feel they are not asked about nonprescription medicine because patients/customers have all the information they need or already know what to do.
  - ◆ Pharmacists (33%) and pediatric nurses (32%) are more likely than doctors (17%) and nurses (15%) to assume this.
  
- Seventeen percent assume they are not asked because patients/customers believe nonprescription medicines are safe.
  - ◆ Doctors (25%) and nurses (17%) are more likely than pharmacists (12%) and pediatric nurses (10%) to assume this.
  
- One in five (21%) pharmacists assume that they are not asked about nonprescription medicines because patients do not want to bother them.



## Section 4: Counseling Patients/Customers About OTC Use

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### **10. Consumers and medical professionals give different explanations for why they do not communicate with each other about nonprescription medicines.**

- One-quarter (24%) of medical professionals say that the main reason their patients do not ask about nonprescription medicine is because they have all the information they need or know what to do.
  - ◆ Only one in ten (11%) Americans say they have not received information from a medical professional over the past six months because they have all the information they need or know what to do with their nonprescription medicine.
  
- Seventeen percent of medical professionals say that the main reason their patients do not ask about nonprescription medicine is because they believe nonprescription medicines are safe.
  - ◆ Only four percent of Americans say they have not received information from a medical professional over the past six months because they believe nonprescription medicines are safe.
  
- Only one percent of medical professionals says that the main reason their patients don't receive information about nonprescription medicine is because of a lack of access to a medical professional or because their patients didn't see them.
  - ◆ One-third (32%) of Americans cite lack of access to medical professionals or not seeing a medical professional as a reason for not receiving information over the past six months.



## Section 4: Counseling Patients/Customers About OTC Use

Now, I'd like you to think about why your patients/customers do not ask you about nonprescription medicine. What do you assume are the main reasons your patients/customers do not ask you about nonprescription medicine?

<i>Multiple responses allowed Not sure responses omitted</i>	Total (n=451)	Doctors (n=150)	Pharmacists (n=151)	Ped. Nurses (n=50)	Nurses (n=100)
	%	%	%	%	%
Had all the information they needed/ Knew what to do	<b>24</b>	<b>17</b>	<b>33</b>	<b>32</b>	<b>15</b>
Believe nonprescription medicines are safe	<b>17</b>	<b>25</b>	<b>12</b>	<b>10</b>	<b>17</b>
Embarrassed to discuss the situation in detail	<b>15</b>	<b>17</b>	<b>13</b>	<b>18</b>	<b>15</b>
Don't think it was necessary	<b>10</b>	<b>9</b>	<b>15</b>	<b>6</b>	<b>7</b>
Don't want to bother you	<b>10</b>	<b>5</b>	<b>21</b>	<b>2</b>	<b>4</b>
Don't think they had time to talk to you about nonprescription medicine	<b>8</b>	<b>8</b>	<b>16</b>	<b>2</b>	<b>1</b>
Concern about challenging your authority	<b>5</b>	<b>6</b>	<b>4</b>	<b>-</b>	<b>7</b>
Forgot to ask	<b>2</b>	<b>3</b>	<b>1</b>	<b>4</b>	<b>1</b>
Don't have access to a medical professional/Don't see them	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>-</b>
Other	<b>28</b>	<b>33</b>	<b>15</b>	<b>36</b>	<b>36</b>



## Section 5: Sources of Information About nonprescription Medicine

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### 1. Medical professionals turn to a number of resources to learn about nonprescription medicine.

- Nearly half (42%) turn to drug labels or the PDR most or all of the time to learn about nonprescription medicine.
- Other sources include:
  - ◆ Continuing professional education (39%)
  - ◆ Drug manufacturers (32%)
  - ◆ Medical journals (31%)

### 2. Different sources are utilized depending on the type of medical professional.

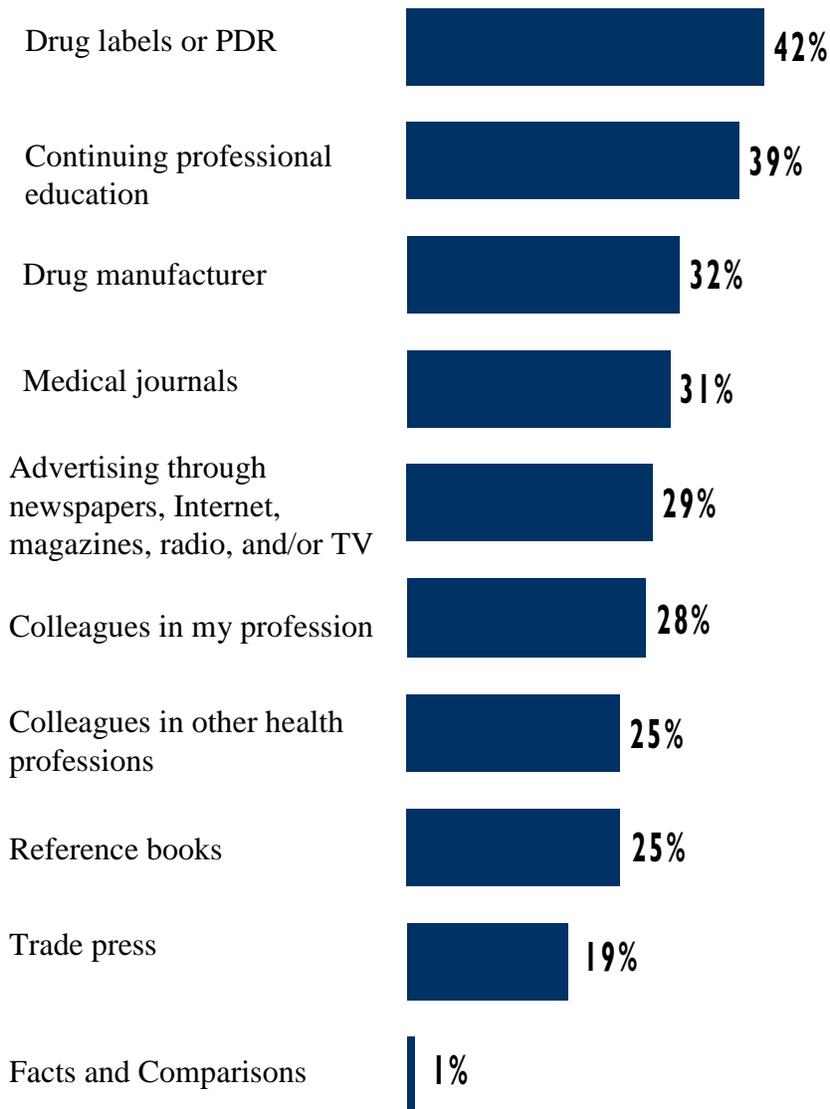
- Among doctors, the top sources for information on nonprescription medicine are advertising (33%) and drug labels or the PDR (32%).
- Among pharmacists, the top sources are continued professional education (52%) and medical journals (42%).
- Among pediatric nurses, the top sources are drug manufacturers (72%) and drug labels or the PDR (66%).
- Among nurses, the top sources are drug labels or the PDR (67%), professional colleagues (45%), and colleagues in other health professions (45%).



## Section 5: Sources of Information About nonprescription Medicine

There are many ways to learn about nonprescription medicine. For each of the following, please tell me how you learn about nonprescription medicine.

*Summary of All/Most of the time, Multiple responses allowed, Not sure responses omitted*





## Section 6: Demographic Profile—Doctors

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<u>Age</u>	<u>%</u>
Under 30	-
30 - 34	7
35 - 39	10
40 - 49	31
50 or older	52
Refused	-
Mean age (in years)	48.4
Median age (in years)	50.2

<u>Gender</u>	<u>%</u>
Male	85
Female	15

<u>Specialty</u>	<u>%</u>
General Practitioner	16
Family Practice	43
Internal Medicine	41

<u># of Years in Practice</u>	<u>%</u>
5 or less	10
6-10	16
11-20	35
21-25	15
26-30	12
31 or more	12
Don't know/Not sure	-
Mean:	19.0
Median:	18.0



## Section 6: Demographic Profile—Pharmacists

<u>Age</u>	<u>%</u>
Under 30	13
30 - 34	13
35 - 39	13
40 - 49	33
50 or older	27
Refused	-
Mean age (in years)	42.3
Median age (in years)	43.1

<u>Gender</u>	<u>%</u>
Male	66
Female	34

<u># of Years in Practice</u>	<u>%</u>
5 or less	13
6-10	15
11-20	28
21-25	17
26-30	13
31 or more	13
Don't know/Not sure	-
Mean:	19.1
Median:	20.0

<u># of Prescriptions Filled per Week</u>	<u>%</u>
100 or less	1
101-250	7
251-500	16
501-750	15
751-1000	17
1001-2000	31
2001 or more	7
Don't know/Not sure	6
Mean:	1069.5
Median:	900.0



## Section 6: Demographic Profile—Pediatric Nurses

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<u>Age</u>	<u>%</u>
Under 30	4
30 - 34	10
35 - 39	8
40 - 49	46
50 or older	32
Refused	-
Mean age (in years)	45.5
Median age (in years)	46.1

<u>Gender</u>	<u>%</u>
Male	2
Female	98

<u># of Years in Practice</u>	<u>%</u>
5 or less	6
6-10	18
11-20	26
21-25	16
26-30	18
31 or more	16
Don't know/Not sure	-
Mean:	20.5
Median:	20.5



## Section 6: Demographic Profile—Nurses

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<u>Age</u>	<u>%</u>
Under 30	7
30 - 34	5
35 - 39	10
40 - 49	43
50 or older	33
Refused	2
Mean age (in years)	45.5
Median age (in years)	46.3

<u>Gender</u>	<u>%</u>
Male	1
Female	99

<u># of Years in Practice</u>	<u>%</u>
5 or less	7
6-10	10
11-20	33
21-25	18
26-30	16
31 or more	15
Don't know/Not sure	1
Mean:	21.1
Median:	20.0