Table 1 Mean pharmacist interaction scores and patient knowledge and satisfaction scores in Tabriz community pharmacies

Dimension/evaluation item	Mean score (95% CI)
Pharmacist interaction score	
Total[a]	3.05 (2.80 to 3.30)
Obtaining patient's history[b]	0.19 (0.12 to 0.26)
Providing written directions for use[b]	0.98 (0.95 to 1.02)
Providing verbal instructions for use[b]	0.68 (0.55 to 0.81)
Ensuring patient's understanding of instructions[b]	0.25 (0.16 to 0.33)
Answering patient's questions about medications[b]	0.92 (0.85 to 0.99)
Patient knowledge score	
Total[a]	3.18 (3.04 to 3.32)
Recalling name of dispensed drugs[b]	0.93 (0.91 to 0.96)
Recalling correct dosage of dispensed drugs[b]	0.65 (0.58 to 0.72)
Recalling duration of the treatment[b]	0.85 (0.81 to 0.89)
Recalling side-effects of dispensed drugs[b]	0.01 (0.00 to 0.02)
Recalling reason for medications[b]	0.72 (0.66 to 0.78)
Patient satisfaction score	
Total[c]	5.20 (4.90 to 5.50)

[a]Maximum score 5; [b]maximum score 1; [c]maximum score 10.