

women's intimate health

customer conversation guide



This guide is designed to help you when having intimate health conversations with women. You can use this as a prompt for questions or go through it with your customers to help determine whether their symptoms indicate that they have thrush or bacterial vaginosis (BV).

Suitability

POTENTIALLY SUITABLE FOR OTC TREATMENT

- Have had symptoms before
- Aged 16-60

WHEN TO REFER

- Aged under 16 or over 60
- Pregnant/breastfeeding
- First time experiencing symptoms
- Recurrence of symptoms (> twice in six months)

Symptom checker

Canestest® is a self-diagnosis test for use by women who experience abnormal vaginal symptoms, which helps diagnose the cause by testing the pH levels of vaginal secretions. **Has the customer used Canestest? If yes, see information below. If no, discuss Canestest as an option.**



Could indicate thrush

SYMPTOMS OF THRUSH

- Itching
- Thick, white discharge
- Odourless discharge
- Soreness



Could indicate BV

SYMPTOMS OF BV

- No itching
- Thin, watery grey/white discharge
- May have a fishy smell

WHEN TO REFER

- Bleeding – after intercourse or between periods
- Yellow/green discharge
- Abdominal pain, or pain when going for a wee
- Fever/chills/nausea

OTC treatment options

Combination products from Canesten contain antifungals to both clear the thrush infection and calm the itch. The oral capsule (fluconazole) can be taken at any time. The vaginal pessary/internal cream (clotrimazole) is best inserted into the vagina at night. The external cream should be applied thinly and evenly to the vulva two to three times a day.

Remember:
Check whether your customer is taking other medication. If they are, ask the pharmacist.

THRUSH (COMBINATION PRODUCTS)



Oral capsule (fluconazole 150mg) and external cream (clotrimazole 2%)



Internal clotrimazole pessary and external clotrimazole cream 2%



Internal cream (clotrimazole 10%) in a pre-filled applicator, and external cream (clotrimazole 2%)

BV (CANESBALANCE)



7 pre-filled applicators. Use one each night for a week.

Visit www.pharmacymagazine.co.uk/canesten-advising-on-thrush-combination-products to see a short video about the distinctive benefits of the different combination treatments.

Additional advice for intimate health

- Avoid using strong soaps/shower gels in the vaginal area
- Use non-biological washing powder and avoid fabric conditioner for underwear
- Avoid tight-fitting clothes, tights or nylon underwear
- Consider trying a vaginal probiotic for prevention of thrush or BV, e.g. Canesflor
- Customers may want to try using an intimate wash

Canesten Thrush Combi Soft Gel Pessary & External Cream 500mg / 2% w/w vaginal capsule & cream, Canesten Thrush Combi Pessary & External Cream 500mg / 2% w/w pessary & cream and Canesten Thrush Combi Internal & External Creams 10% w/w / 2% w/w vaginal cream & cream contain clotrimazole. **Legal Category:** GSL. Canesten Thrush Duo Oral Capsule & External Cream 150mg / 2% w/w capsule & cream contains clotrimazole and fluconazole. **Legal Category:** P. **Indications:** For the treatment of thrush. **MA Holder:** Bayer plc, 400 South Oak Way, Reading, RG2 6AD (information about these products, including adverse reactions, precautions, contra-indications, and method of use can be found at http://www.mhra.gov.uk/spc-pil/?ldcService=SS_GET_PAGE&nodid=%3C%25%3D+nodid+%25%3E&searchFiled=canesten) **Date of Preparation:** June 2018.

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