

# Overcoming Barriers to Medicine Adherence

What Patients Might Say	Possible Solutions
My medicine makes me feel sick.	Prescribe a substitute medication; change the dose.
I feel fine. I don't need any medicine.	Explain in plain language how the medicine affects the body and use teach-back to ensure understanding.
I forget.	<p><i>Forget to take:</i> Suggest reminders such as a pill box or cell phone alarm; ask if there is someone else in the home who can remind them.</p> <p><i>Forget to refill:</i> Write prescriptions for a longer length of time; synchronize refills so that refills are needed less frequently.</p>
I can't afford my medicine.	Prescribe generics when possible; offer information about prescription assistance programs; prescribe medicines covered by patient's insurance.
There are so many pills. I can't keep them straight!	Consider switching to once-a-day or combination therapy; suggest pharmacist counseling.
I can't understand these instructions.	Use plain language instructions on the prescription so plain language appears on the label; use teach-back or the Show Me method.
I can't get to the pharmacy.	Try to determine and address the source of the access issue; suggest mail order options.
I travel for months at a time.	Write prescriptions for a longer length of time; suggest mail order options.