



Create a Safe Medicine List Together

AHRQ

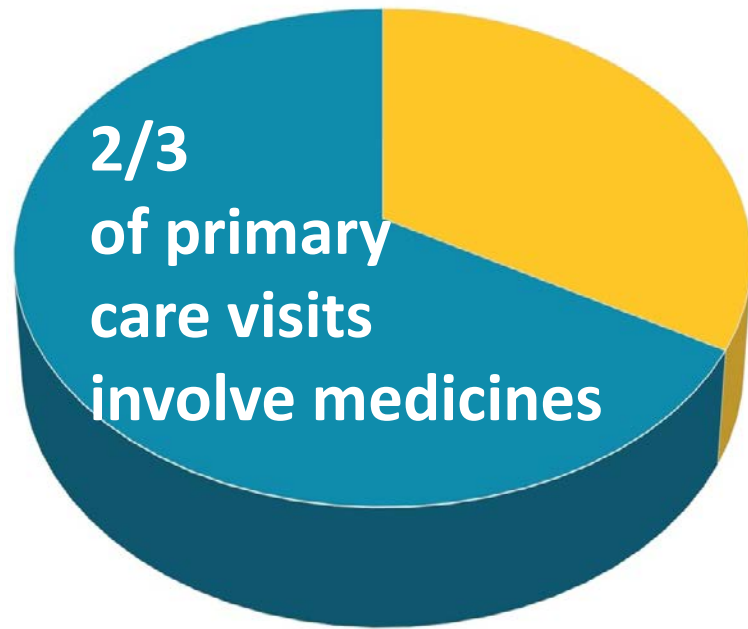
Guide to Improving Patient Safety in
Primary Care Settings by Engaging
Patients and Families



What is it?



Why is it important?



3.2 billion

ordered or prescribed

160 million

of those result in error

*For patients on **5+ medicines**,*
57% are not needed, are contraindicated, or
are not taken as prescribed




How can it help me?

- Results in a **complete and accurate** medicine list
- Reduces **medicine errors**
- Offers the opportunity to **reduce the number** of prescribed medicines
- Improves the clinician and patient **relationship**



When should I use it?

- List the target patient populations here.




Customize this slide to match your practice's implementation strategy.



How do I use it?

- Requesting patients bring in medicines
- Reminding patients to bring in medicines
- Creating a safe medicine list together
- Documenting the list in the EHR
- Reviewing and reconciling the list
- Updating the EHR



***Customize this slide
to match your
practice's
implementation
strategy.***

What tools are available?

Your next appointment is

With: _____

on _____

Mon. Tue. Wed. Thur. Fri. Sat.

Date: _____

at: _____

Checklist: Creating a Medicine List

When patient brings medicines

Starting the Process

- Thank the patient for bringing in his or her medicines
- Use the word "medicine"

Creating the Medicine List

Create a Safe Medicine List Together

Scripts

Request patients bring in all of their medicines

[Clinician] wants you to bring all of your medicines to your next appointment, so we can make sure we have a complete medicine list for you. We need to know about all the medicines you take from all of your doctors, so we want you to bring in everything you take – all your prescriptions and over-the-counter medicines, including pills and liquids, and also drops, creams, inhalers, injections, vitamins, and supplements. Bring them in their original container. [Optional: Here's a bag you can use to bring them in.] We want to make sure you are taking your medicines in the best way for you and that all your medicines work well together.

Please bring ALL your medicines to your next appointment.

To keep you safe, we need to know about all the medicine you take from all your doctors. Please make sure you bring (in the original container)...

- Prescription medicines.
- Medicines you buy without a prescription (like Tylenol® or cold medicine).
- Ointments or creams.
- Bottles of drops.
- Inhalers.
- Injections.
- Vitamins and herbal medicines.

Checklist: Creating a Medicine List

When patient does NOT bring medicines

Starting the Process

- Use the word "medicine" instead of medication

Checking the Medicine List in the EHR

- For each medicine, check the EHR to see how the patient takes it
- For each medicine, check the EHR to see if there are any additional instructions

Completing the Medicine List

- Ask if there are any other medicines
- Update the EHR

Finishing the Process

- Check whether any medicines need to be refrigerated
- Tell the clinician of any medicines that need to be refrigerated

Remind patients to bring

Can be used in person or in a letter. Please remember to bring in all [date] at [time]. Bring all your original container. Be sure to bring medicines too. This includes drop medicines.

Respond to patients who do not bring

If a patient says "I forgot," "I don't have time," or "My doctor already knows what I take,"

Create a Safe Medicine List Together

Role Play Scenario 1

Facilitator Instructions

- Create props (index cards or post-it notes) to represent the medicine labels.
 - Hydrochlorothiazide 50 mg – 1 tablet PO QD
 - Atorvastatin 20 mg – 1 tablet PO QD (evening)
 - Adult aspirin 81 mg
- As facilitator, play the role of the patient.
- Request a volunteer to play the role of the staff member. The staff member will create a safe medicine list together with the patient.
- Tell the volunteer that the goal is to create a complete and accurate medicine list. The volunteer should write down the medicine name, dose, and frequency for all medicines.
- Provide the volunteer with the props.
- Read silently to yourself.
- Role play the scenario.
- Using the discussion questions, discuss the scenario.

Please Bring ALL Your Medicines to Your Next Appointment

To keep you safe, we need to know about all the medicine you take from all your doctors.

Please make sure you bring (in the original container)...

- Prescription medicines.
- Medicines you buy without a prescription (like Tylenol® or cold medicine).
- Ointments or creams.
- Bottles of drops.
- Inhalers.
- Injections.
- Vitamins and herbal medicines.

1 in 9

emergency department admissions are related to an adverse drug event

Your care team will go over them with you and your family to...

- Make sure you are taking your medicines in the best way for you.
- Make sure all your medicines work well together.
- See if you can take fewer medicines.
- Answer your questions.

Procedure to Create a Medicine List

Introduction

The strategy to Create a Safe Medicine List Together engages patients and families to actively participate with you in developing a complete and accurate medicine list.

- Patients** – bring in all the medicines they take, both prescribed and over-the-counter. This includes non-oral medicines such as injections, inhalers, ointments, and drops, as well as medicines they only take occasionally.
- Practice staff** – work with patients and their families to develop a complete and accurate medicine list.
- Clinicians** – conduct reconciliation based on the complete and accurate medicine list.

Step 1. Before the appointment (Staff)

- Remind patients to bring all their medicines to their next appointment. You can use a telephone, email, or text reminder, as well as the Patient Information Card provided with this strategy.
- If you use the Patient Information Card, you can mail the card to patients before their appointment as a reminder. The Patient Information Card also includes an appointment reminder (date/time) on the back. Alternatively, you can give the Patient Information Card to patients as they leave their current appointment, to remind them of their next appointment and to bring their medicines with them next time.
- Consider providing a bag to patients to encourage and facilitate bringing in medicines. If patients are reluctant to bring in their medicines, offer them the option of bringing in photographs of their medicine labels.
- For medicines that need to be refrigerated, suggest that the patient bring the medicine in a thermal tote or bring a photograph of the medicine label.

Step 2. At Patient Rooming (Staff with Patient)

If the patient brought in medicines, follow the procedure below.

If the patient did NOT bring in medicines, follow procedure beginning on page 3.

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 forgot.	Forget to take: Suggest reminders such as a pill box or cell phone alarm; ask if there is someone else in the home who can remind them. Forget to refill: Write prescriptions for a longer length of time; synchronize refills so that refills are needed less frequently.
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.

Scenario 1

- Mr. Thomas – 78-year-old male with uncontrolled hypertension and knee pain
- Lifts weights, walks often, rides stationary bike
- Visiting for knee pain that is keeping him from exercising
- EHR lists:
 - Hydrochlorothiazide 50 mg – 1 tablet PO QD.
 - Atorvastatin 20 mg – 1 tablet PO QD.
 - Low-dose adult aspirin 81 mg – 1 tablet PO QD.



Scenario 2

- Mrs. Martin – 63-year-old female following up after reconstructive surgery for fractured skull from a fall
- Struggling with depression after loss of father and sister
- EHR lists:
 - Citalopram 20 mg PO QD.
 - Vitamin D 1,000 mg PO QD.



Scenario 3

- Ms. Santiago – 46-year-old female following up after MI and placement of drug-eluting stent in RCA through angioplasty
- Discharged from hospital 4 days ago
- Unremarkable medical history prior to MI
- EHR lists:
 - Vitamin D 1,000 mg – 1 tablet PO QD.



How will we evaluate it?

- Adverse drug events
- Unsafe medicine issues
- Medicine adherence
- Satisfaction
- Reported use
 - Bring in medicines.
 - Create safe medicine list together.

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