

# TIPS FOR ENGAGING PATIENTS IN MEDICATION THERAPY MANAGEMENT

## Example Scripts for Scheduling Patient MTM Appointments

### Comprehensive Medication Reviews

"Hi, my name is <pharmacist/technician name>. I'm calling from <pharmacy name>. May I speak with Mr./Ms. <patient name>? It's time for you to have an annual pharmacy check-up with our pharmacist. The appointment is a time that you and the pharmacist can sit down together and review all your medications and conditions without interruptions.

- He/she has time to meet with you on <\_\_\_> at <\_\_\_> or <\_\_\_>. Will one of those times work for you?

OR

- I see that you are due to have your <\_\_\_> refilled in a couple of weeks. We can plan your appointment with the pharmacist when you come to pick up your refill. There is an opening on <\_\_\_> at <\_\_\_> or on <\_\_\_> at <\_\_\_>. Do one of these times work better for you?

### Telephonic Targeted Medication Review

"Hi, my name is <pharmacist/technician name>. I'm calling from <pharmacy name>. May I speak with Mr./Ms. <patient name>? Our pharmacist would like to make a phone appointment to talk about one of your medications.

- Do you have a few moments to speak with the pharmacist now?
- If not, when is a good time to call back?

### After Scheduling Appointment

1. Tell the patient what to bring with them to the appointment:
  - a. All of their prescription medications, OTC medications, herbal or dietary supplements
  - b. Any health logs/journals they may keep (e.g. blood pressure, blood sugar, etc.)
2. Let them know you will be calling them back to remind them of their appointment.
3. Confirm the pharmacy location where the MTM session will take place, especially if part of a chain.

## Answers to Patients' MTM-related FAQs

**Q: What is an annual medication review or annual pharmacy check-up?**

A: An annual medication review, or annual pharmacy check-up, is an appointment scheduled with your pharmacist. At the appointment, we would like for you to bring all your prescription medicines and any vitamins, dietary supplements and over the counter medications that you take. The pharmacist will obtain information about your medical history from you and then talk about each medication with you. You will be able to discuss any problems, questions, or concerns you have about your medicines with the pharmacist, and you will work together to form an action plan to address them. The appointment usually takes about 30-45 minutes. After the appointment the pharmacist will make an accurate list of your prescription medicines, vitamins, dietary supplements and over the counter medications that you can keep up-to-date and share with the rest of your healthcare team.

**Q: I'm doing just fine with my medicines and understand how to take them. Why should I take time for a medication review with the pharmacist?**

A: Just as you go to the doctor for an annual check-up even when you are feeling fine, we recommend having an annual medication review with your pharmacist to make sure your medications are working as best they can for you. Both are ways to check in with your healthcare providers and prevent complications from chronic conditions.

**Q: Why do I need a medication review?**

A: Studies have shown that speaking to your pharmacist regularly about your medications can help you to be healthier, lead to fewer hospital and emergency room visits, and save you money on your health care expenses. Also if you have multiple doctors they may not have all of the information about your medications the same way the pharmacy does. We want to help you stay healthy!

**Q: Doesn't my doctor already do that?**

A: Yes, your doctor should review all your medications at your visit. It is good for your pharmacist to be a second set of eyes to check out all of your medications with you and answer any questions that you might have about your medications or your health conditions. The pharmacist will contact your primary care provider if anything comes up during your visit that he/she would need to know or if there are any changes in your medications that could be made to benefit you. Your pharmacist can also help show you how to use your medications and make cost saving recommendations if necessary.

**Q: How much is this going to cost?**

A: For many patients this is a benefit provided by your Health Plan and there is no out-of-pocket cost to you. For patients who do not have insurance coverage for this service, the fee is <insert MTM fee>.

**Q: Why should I make an appointment? I can ask questions any time.**

A: Yes, you may ask your pharmacist questions at any time. During your appointment, you will have your pharmacist's undivided attention and have a comprehensive review of all your medications and conditions. You will have the opportunity to ask any questions you may have about your medications. Your pharmacists may also have questions for you so that he/she can better understand how to help you meet your health goals.

**Q: Wouldn't this be going against what my doctor has ordered for me?**

A: Your pharmacist and doctor are both part of your healthcare team, and they work together to improve your health. If any problems or concerns are identified, the pharmacist will contact your doctor to discuss them and come up with the best solution for you. Your doctor will always be notified of any issues that affect your care and consulted in creating a plan to address the issues.

**Q: How long is this going to take? I'm really busy.**

A: The meeting will generally last about 30 minutes. If a lot of questions arise, the appointment may be longer, but we will try to complete it within 30 minutes. So that you do not have to make an extra trip, we can schedule your appointment for the next time you will be coming in to pick up your refills.

**Q: Can we do it over the phone?**

A: It's best to meet in person so we can talk about your health face-to-face rather than by phone. We can find an appointment time that will work within your schedule.

**Tip:** *Check with patient's plan prior to the call to determine whether they qualify for a phone CMR. If the patient is unable to complete the visit face-to-face, you will already know if a phone CMR is an option.*

**Q: I am not interested in this service.**

A1: May I ask why you feel that you are not interested in meeting with the pharmacist?

*(Address patient concern)*

A2: *(Make it about the patient) Example: Mrs. Jones, I noticed that you have not filled your diabetes medication regularly in the past 6 months. The appointment time will allow the pharmacist time to ask you a few questions about your health goals so he/she can help you to meet those goals.*

*If patient still not interested:*

A3: If you change your mind, please feel free to call us at any time. I may be calling you again in a few months to see how everything is going.

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