

Pharmacy Technician Script for Medication History Interview: Legacy Health Portland, OR

	Script	Activity	Notes	Other Examples
1	<p>Verify patient name and room number prior to entering room. Knock before entering room.</p> <p><i>“Hello Mr./Ms. _____. My name is _____ and I am a pharmacy technician with Legacy. I’m am working with the pharmacist on duty today, his/her name is, and I am here to help gather an accurate list of your home medications, is this a good time for us to talk? How would you prefer that I address you?”</i></p>	<ul style="list-style-type: none"> • Use hand sanitizer prior to entering room. • Make eye contact and smile • Acknowledge any other visitors or guests in the room. 		<p>Is this a good time for us to talk?</p> <p>How would you prefer that I address you?</p> <p>I would like to review your home medications with you to make sure our list matches yours.</p> <p>This is really important information, you may be asked by other staff during your stay as well. We do this just to ensure your safety.</p>
2	<i>This review should take about 10 minutes, is this OK?</i>			
3	<i>Is okay with you to discuss your medications with others in the room? Does anyone help you with your medicines and if so, are they here? Would you like them to stay?</i>	If there are guests in the patient’s room....		(no guests in patient room)
4	<i>For safety, what is your full name? And what is your birthday (or home address)?</i>	Or check patient wrist band as 2 nd identifier.	Must verify 2 identifiers to confirm correct patient.	For safety, what is your full name? What is your birthday (or home address)?
5	<i>Does anyone help you manage your medications? What do you use to help you remember to take your medications like a pill box?</i>	Check to see who is the best contact person for the patient (i.e. patient, caregiver, family member) Assess if patient could benefit from a pill box		(No) What do you use to help you remember to take your medications like a pill box?

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				(I use a pill box)
6	<p>What allergies to medications, foods or supplements are you aware of?</p>	<p>If there are allergies in Epic, verify these with the patient. Use open ended questions to ask what the reaction was (example: rash, stomach ache, difficulty breathing, etc.). Make note of any discrepancies between patient reported and what is in the EHR for pharmacist to follow up on.</p>		<p>What allergies to medications, foods, or supplements do you have?</p> <p>Tell me what happened when you took this medication?</p>
7	<p>Did you bring a list of your medicines or your medicine bottles with you today? May I see it?</p> <p><i>If they have some, ask:</i></p> <p>Are these all of your bottles/medicines or are there also some at home?</p> <p>Are there any samples that you may have gotten from your doctor that you are currently taking?</p>	<p>If they have a list, review/copy and return original to patient.</p>	<p>Patients will tend to agree with you if you name their meds. See if they can name them first.</p> <p>If the patient brought bottles, review each one with them. Make sure the bottle contains only the med listed (i.e. no other meds in the same bottle) Make sure all bottles have been filled within a reasonable time, if not (overdue for a fill) question how the patient is actually taking that med.</p>	<p>Did you bring a list of your medicines or your medicine bottles with you today?</p> <p>(no list brought in by patient)</p>

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8	<p>Tell me what medications you're taking.</p> <p>Are there any medicines that your doctor has prescribed that you aren't taking right now? (example: RX hasn't been filled, too expensive, etc.)</p>	<p>If you have a med list from Epic, use that to aid discussion. First ask the patient if he/she know what medicines they are taking (ie. Don't just say "are you taking Lisinopril, warfarin and gemfibrozil") Use open ended questions to assess patient knowledge ("how are you taking your Lisinopril" instead of "are you taking Lisinopril 20mg once a day" OR "what medications are you taking for blood pressure? How are you taking this?") If patient can't name meds from list, ask each med individually. For each drug, ask:</p> <ul style="list-style-type: none"> • Drug name • Dose (if they don't know, ask for description of tab/capsule, like color or shape) • Route ("by mouth?") • Frequency/how many times a day • When did you last take this med? (if once daily, ask when they usually take it) • Why do you take this med? 	<p>Go through each medicine on the lists you have gathered (local pharmacy, Epic, Care Everywhere, etc).</p> <p>As you talk to patient, assess his/her reliability and the confidence that you have in the accuracy of the list you are obtaining.</p> <p>If you think the patient is unreliable, discrepancies are found, or there is potential for non-adherence, let the pharmacist know.</p> <p>Use patient friendly language.</p>	<p>Tell me what medications you're taking</p> <p>(I'm taking gemfibrozil)</p> <p>What strength are you taking? How are you taking it & how many times a day? When did you last take this medication? What are you taking it for?</p> <p>What other meds are you taking? (patient is having a hard time remembering)</p> <p>I have a few medications listed which we can go through.</p> <p>There is a medication here that you're taking for blood pressure, is that right? (patient says Lisinopril)</p> <p>Go through questions again, repeat until complete</p>
9	<p>If on inhalers: What inhalers do use for your breathing?</p> <p>If patient has diabetes: Are you taking insulin? What's your dose?</p> <p>Do you use any creams or ointments? Eye drops or ear drops?</p>	<ul style="list-style-type: none"> • Dose (if they don't know, ask for description of tab/capsule, like color or shape) • Route ("by mouth?") • Frequency/how many times a day • When did you last take this med? (if once daily, ask when they usually take it) • Why do you take this med? 		<p>Just to make sure I've captured everything, are there any inhalers, creams, ointments, eye drops, or ear drops you are using?</p> <p>(I'm using hydrocortisone cream)</p> <p>Repeat questions</p>

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10	<p>What about medicine that you buy over the counter, like vitamins, or herbal supplements? Do you take any medications that you may have got from a family member or a friend?</p>			<p>What other medicines do you buy over the counter? This includes aspirin, ibuprofen (also known as Motrin, Advil), Tylenol (also known as acetaminophen), Prilosec, vitamins, or herbal supplements.</p>
11	<p>Are there any medicines that you have stopped taking in the last week or two? Like an antibiotic, or a medicine that you ran out of?</p>			<p>Are there any medications you have stopped taking recently? This can be an antibiotic or medications you're waiting to get a refill from your doctor</p>
12	<p>Do you take any weekly or monthly medications? What day of the week or month do you normally take this medication? (Vitamin B 12 injection, Fosamax) Do you get any of your medications at an infusion clinic or your doctor's office that are given by a shot, or infusion into the blood stream? (Examples: testosterone inj., Venofer IV)</p>		<p>Patients may forget about medications they don't take every day, asking the specific question may trigger their memory.</p>	
13	<p>OK, just so you can check my work, I am going to read your medicine list back to you.</p>	<p>Read newly compiled med list back to patient, including last dose taken. If there are errors, correct them, and read that medication back again for final confirmation.</p>		<p>Okay, just so you can check my work, I am going to read your medicine list back to you.</p>
14	<p>What pharmacies have you recently had your medications filled at?</p>	<p>Ask which is their "main" pharmacy and then follow up with others. If a pharmacy is listed in Epic, ask if that is still their main pharmacy.</p>	<p>Verify address or street of their pharmacy (e.g Which Fred Meyer?) They might know the phone number.</p>	<p>Where have you recently gone to have your medications filled? (I use one main pharmacy, Fred Meyer. If they're out of medications I'll go across the street to Rite-Aid)</p>

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				May I get the address so I can update our records? This way, if you get new prescriptions on discharge they can just be sent over there.
15	<p><i>Ok, I think I have the information in need to update your records.</i></p> <p><i>Is there anything else that we might need to discuss?</i></p>			<p>Ok, I think I have the information in need to update your records.</p> <p>Is there anything else that we might have forgotten?</p>
16	<p><i>There are a few questions that the pharmacist might have for you after I speak with them, and they may be by shortly.</i></p> <p><i>What questions do you have that I should pass along to the pharmacist?</i></p> <p><i>Thank you for your time.</i></p>	<p>Ask patient if they would like the door open or closed.</p> <p>Use hand sanitizer after leaving room.</p>		<p><i>What questions do you have that I should pass along to the pharmacist?</i></p> <p>(No)</p> <p>I will let the pharmacist know that you have questions , and they will be by shortly to talk with you</p> <p>(No)</p> <p>Thank you for your time.</p>