

Talking about medications is more than reconciliation. Ask about:

- Concerns
- Affordability
- Side effects
- Any changes in how they take their medications

It's about ensuring patients understand what they are taking, why they are taking it, how it should be taken, and what to do if they experience any side effects.

### Use your tools to really connect with your patient

ESP (Empathy, Stop, Probe) to help uncover any underlying concerns about a particular medication.

Teach back will help confirm the patient understands what new medications to take, what previous medications to change or discontinue and what side effects to look for.

Double check that patients understand medication changes before they leave. This will reduce the number of questions between visits.

### Measure patients understanding

Keep track of follow-up med questions for the week prior to trying the new tools and techniques. The next week start tracking med questions again. Check your progress in a few weeks and again in a month to see how well you are doing.

# Talking about Medications



Studies show >40% of the information patients are told at their office visit is immediately forgotten. It's crucial when prescribing a medication that you tell the patient what the medication treats, how it's taken and about any side effects. Ask them if they have ever heard of the medication before. If they say "yes" then ask what they know. This often brings to light concerns they may have heard from friends or family members, or worries about side effects.