

Medication Management Improvement System

Therapeutic Duplication Script for Informing the Physician by Telephone

Clients identified by the screening alert procedures have a potential medication problem. However, we do not know everything about the patient and their medical history, and there may be good clinical reasons for the physician to have prescribed for the patient as s/he did. The physician may be aware of the potential problem, but have chosen that treatment as the best compromise for that particular patient. He/she may be alarmed that the patient has been identified as having a problem, feel defensive because his/her treatment is being called into question and be worried about patient complaints and litigation. Tact and diplomacy are therefore extremely important.

Before calling the physician, you might want to rehearse what you are going to say.

Suggested approach if speaking to the MD directly:

1. Introduce yourself, say you are from AGENCY NAME and tell the physician the name of the patient you are calling about.
2. Explain why you are calling.

I'm calling you about your patient X (patient's name). The AGENCY NAME is taking part in an improvement process in which care management clients are screened by a clinical pharmacist for problems that may be related to their medication.

X has been identified by the screening procedure. This does not mean that X necessarily has a medication problem, but simply that it would be worth re-evaluating him/her. I'd like to discuss the case with you to see if you think it is worth pursuing further.

3. Describe the identified potential problem.

The screening showed that X is on (drug 1) and (drug 2), which do the same thing. Do you think it would be worth seeing if X can manage with just one of the two?

4. Proceed with the remainder of the discussion according to the guideline.