

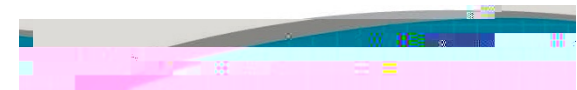


# Create a Safe Medicine List Together

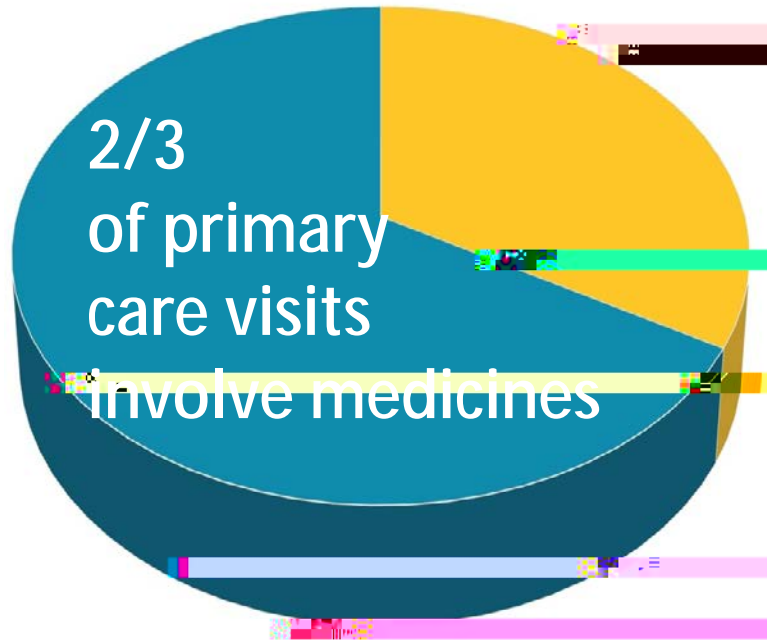
AHRQ

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

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**160 million**

of those result in error

*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

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# What tools are available?

...ent is ... Your next appointm...

Please bring ALL your medicines to your next appointment.

To keep you safe, we need to know about all the medicines 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 supplements.

### 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"

### Created, Safe Medicines

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 every prescription and over-the-counter medicine, including pills and capsules, ointments, 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.

### 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
- For each medicine patient how he or she

Completing the Medicine List

- Ask if there are any
- If there are
- Update the EHR

Finishing the Process

- Check whether any
- Tell the clinician of

### Remind patients to bring

Can be used in person or in a

Please remember to bring in all (date) at (time). Bring all your original container. Be sure to bring medicines too. This includes drugs

Respond to patients who

If a patient says

My doctor already knows what I take.

### Create a Safe Medicine

Role Play Scenario 1

Facilitator Instructions

1. Create props (index cards or post-it notes) to represent the medicine labels.
  - Hydrochlorothiazide 50
2. As facilitator, play the role of the patient.
3. Request a volunteer to play the role of the staff member. The staff member will create a safe medicine list together with the patient.
4. 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 the patient is taking.
5. Provide the volunteer with the medicine list.
6. Read silently the medicine list.
7. Role play the discussion on
8. Using the discussion on

### Procedure to Create a Medicine List

The strategy to create a safe medicine list that suggests steps to follow and includes the main points to consider 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 -

1. 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.
2. 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) and a check. Alternatively, you can give the Patient Information Card to patients as they check in. At their current appointment, to remind them to bring their medicines with them next time.
3. 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.
4. 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

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 Patient Barriers

Barriers to bringing medicines

- Patients do not know what to bring
- Patients do not have time to bring medicines
- Patients do not have transportation to bring medicines
- Patients do not have a place to store medicines
- Patients do not have a way to get medicines to their appointment
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# 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-







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# 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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