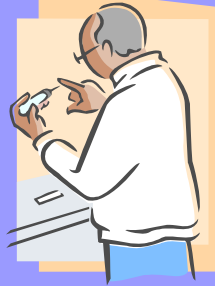


# Did You Know...?

In 2007, 3.8 billion prescriptions were filled, about 50% were not taken as directed, and one-third of all prescriptions written, were never filled



# Diabetes

## Not all patients take the medicine you prescribe.

### ➤ Screen for Non-Adherence:

- Screen your patients to identify potential barriers that may prevent their ability to be adherent.
- ✓ “Are you having any side effects or problems when you take your medication?”
- ✓ Look for markers such as no refill requests.
- ✓ Ask about the patient’s feelings about his/her medication treatment regimen.
- ✓ Ask questions to uncover non-adherence without judgment.
- ✓ Ask about ability to pay for medications.
- ✓ Ask how patient remembers to take medication.
- ✓ Ask caregivers about medication treatment plan.

### ➤ Help Your Patient to Problem Solve

- Dialogue not monologue.
- ✓ Troubleshoot obstacles and identify barriers / Talk to family members / Uncover needs.
- Establish trust
- ✓ Explain importance of medication therapy, how it works, how to take it, what to expect.
- Don’t use force
- ✓ Recommend reminders such as cell phone alarm or pill boxes / Explain what they should do if they experience untoward side effects.
- ✓ Consult with a pharmacist, case management, or social worker if needed.
- Always follow up.
- ✓ Review adherence at each visit.
- ✓ Use the teach-back method.
- ✓ Reinforce adherence with patient and family.
- ✓ Confirm agreement on treatment goals.
- ✓ Explain risks of non-adherence.

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