Enhanced Medication Reconciliation Technician Script

Initial Technician Phone Call

For current pharmacy patients:

Technician: Good morning/afternoon, my name is ____. I am a pharmacy technician from Tarrytown pharmacy. We fill prescriptions for Mr./Mrs. ____, is she/he available?

Patient: Answers

Technician: We received new prescription(s) for you from _____ hospital. I am calling to get you setup with Tarrytown’s Medication Consultation service. Dr. Rannon Ching, the pharmacist-in-charge at Tarrytown pharmacy, is directing the Medication Consultation service and partnering with your Westminster team after you go to the hospital. Is it okay with you if I go over the medications we fill for you here at Tarrytown?

For nonpharmacy patients:

Technician: Good morning/afternoon, my name is ____. I am a pharmacy technician from Tarrytown pharmacy. I am on a team that is working with Westminster residents to help after a hospital visit. I am trying to reach Mr./Mrs. ____, is she/he available?

Patient: Answers

Technician: I am calling to setup an in-home visit with the Director of the Medication Consultation service, Dr. Rannon Ching. Rannon is working with the staff at Westminster to help residents with any changes that happen during a hospital visit. This service is offered exclusively to Westminster residents. You may have received a flyer in your mailbox about this new service. Can I go over your medications and setup an in-home visit with the pharmacist?

Patient: Answers

IF YES:

Technician: Today, I would like to go over your current medication list with you and make sure I have all of the correct medications and doses. I will run a drug interaction report to make sure none of your medications interact with each other, and then address some questions or concerns you may have about your medications. The pharmacist-in-charge, Dr. Ching, is available to work with us and resolve any problems we come across.

IF NO:

Technician: Okay, let me schedule a time to call you back to discuss your new medications. When would be best for you?

Patient: Answers

Technician: I see we have x,y,z on file for you – with x, and y being the new medications from the hospital. Are there any other prescription drugs you take?

Patient: Answers

Technician: Do you take any OTC medications such as vitamins and supplements or any herbal medications or teas regularly?

Patient: Answers
Technician: read back med list to patient – verify strength, dosage, sig. Run interaction report. Ask Med Questions. Were you able to get the medication(s) prescribed to you?

Patient: Answers

Technician: Do you know how to take the medication(s)?

Patient: Answers

Technician: Do you feel confident that you can take the medication(s) as prescribed?

Patient: Answers

Technician: What other questions or concerns do you have about your medications?

Patient: Answers

Technician: Next, I am going to run a drug interaction report to make sure none of your new medications interact with your existing medications.

**IF NO TO ANY OF THE ABOVE OR ANY HIGH/MODERATE INTERACTIONS: PharmD intervene**

Technician: Next, I would like to set up a day for you to meet with the pharmacist in the next week or two. The pharmacist-in-charge, Dr. Rannon Ching, would like to set up an in-home meeting with you to go over your medication list in person. There is no charge for this appointment, and its purpose is to help you feel comfortable and at ease with your new medications after being discharged from the hospital.

The available dates we have for an appointment with Rannon are ____, ____, at X time.

Patient: Answers

Technician: Great, we have you down for ___. Please have all of your medications, prescription and non-prescription ready for Rannon. If you have any questions or concerns beforehand, please give us a call! I will give you a reminder call 24 hours in advance. Thanks again, Mr./Mrs. _____, and we will see you on the ______.
Technician 24-hour Reminder Call for Face-to-Face Visit:

Technician: Hi Mr./Mrs. ______, this is ____ calling from Tarrytown Pharmacy. How are you today?

Patient: Answers

Technician: I just wanted to give you a reminder about your appointment tomorrow with Rannon, our pharmacist-in-charge. He will go over your medication regimen and answer any questions or concerns you may have, so don’t forget to have all of your prescription and non-prescription vials available at the appointment. Do you have any questions for me?

Patient: Answers

Technician: Thanks Mr./Mrs. Smith, Rannon will see you tomorrow!

Technician 21 day follow up call:

Technician: Hi Mr./Mrs. ______, this is _____ calling from Tarrytown Pharmacy. How is your day going?

Patient: Answers

Technician: I am calling to follow up with you about your recent visit with Rannon the pharmacist.

Patient: Answers

Technician: Have you been to the hospital?

Patient: Answers

Technician: Have you been to the Emergency Department?

Patient: Answers

Technician: Rannon left you with a “top 5 problems” to look out for. Did you have any of the top 5 problems that you and Rannon talked about?

Patient: Answers

Technician: Have you started taking any new medications since your visit with Rannon?

Patient: Answers

Technician: we have/haven’t received refills from Dr. _____, do you have all of the refills that you need at this point?

Patient: Answers

Technician: What other questions/concerns do you have about your medications?

Patient: Answers

Technician: Thank you for your time, Mr./Mrs. ________. If you need anything at all, give us a call! Have a great day.