

## 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-toFace 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.