



Implementing a Medication Adherence Program in Your Practice

Collaborate with patients on medication decisions:

- Remind patients they have a condition that requires their involvement.
- Use health coaching techniques (eg, reflective listening) to encourage change.
- Look at ways to reduce the complexity of medication regimens.

As patients arrive for their appointments:

Have your office manager or nurse distribute the ASK-20SM survey. Use the survey to identify adherence barriers or other patient concerns to be addressed during the visit.

Educate patients about their disease and treatment:

- Speak in simple terms.
- Ask patients to repeat instructions about medications and dosing.

During patient discussions, use the ASK materials to:

- Encourage patients to set goals while supporting their progress.
- Fill out a medication schedule and action plan.
- Identify local social and financial resources.

Support patient empowerment:

- Encourage family support. Suggest support groups or therapy, if appropriate.
- Enlist other providers, like pharmacists, in telephone counseling about adherence.

Before patients leave your office, remind them to:

- Review the ASK booklet or www.takingmeds.com at home and use the information to prepare for their next visit.
- Call the office if they have any questions that cannot wait until the next visit.