

Supplementary Materials

Taxonomy of Medication Communication Activities

Nicole A. Kitson, PhD, Morgan Price, MD, PhD, Francis Lau, Grey Showler, RN, BSN
 Developing a medication communication framework across continuums of care using the Circle of Care Modeling approach, BMC Health Services Research, 2013.

Communicate - DETERMINE NEED

Discuss complaint	<ul style="list-style-type: none"> • Describe symptoms • Discuss condition • Review history • Discuss personal information • Provide advocacy • Give history
Discuss social context	<ul style="list-style-type: none"> • Finances • Housing • Social history
Discuss non-medicinal options	
Discuss medicinal options	
Discuss plans and goals	<ul style="list-style-type: none"> • Discuss health goals • Discuss patient needs • Set expectations • Build a problem list • Create, discuss, review, revise plans <ul style="list-style-type: none"> ○ Shared care ○ Patient care ○ Self-monitoring plan ○ Discharge plan ○ Medication plan • Discuss attachment to Family Physician or clinic
Educate	<ul style="list-style-type: none"> • Share medication experience • Encourage best practice <ul style="list-style-type: none"> ○ See same doctor or go to same clinic ○ Fill at one pharmacy ○ Return unused medication ○ Do not share medications with friends • Interpret scientific report or medication information from Internet

Communicate - PRESCRIBE

Confirm patient identity	
Provide medication information	<ul style="list-style-type: none">• Dose, frequency, route, timing• Name of medication• Benefits and risks• Side effects
Request, prepare, confirm, alert prescription	<ul style="list-style-type: none">• New prescription• Modified prescription<ul style="list-style-type: none">○ Change medication○ Discontinue medication○ Hold medication○ Stop, cancel medication○ Adjust dosage• Renewal prescription
Request, confirm emergency supply of medications	
Review coverage	<ul style="list-style-type: none">• Discuss medication coverage• Request, confirm, alert special authority
Request, discuss restrictions	<ul style="list-style-type: none">• Frequency of pickups• No early refills• No refills for lost prescriptions• Limit to one pharmacy• Medication type and quantity
Review prescribing alerts	<ul style="list-style-type: none">• Drug-to-drug interactions• Allergies• Duplication therapy• Dosing errors• Contraindications

Communicate - DISPENSE

Confirm patient identity	
Provide medication information	<ul style="list-style-type: none"> • Dose, frequency, route, timing • Name of medication • Benefits and risks • Side effects
Confirm medication availability	
Request, prepare, confirm, alert dispensing	<ul style="list-style-type: none"> • New prescription • Modified prescription <ul style="list-style-type: none"> ○ Change medication ○ Discontinue medication ○ Hold medication ○ Stop, cancel medication ○ Adjust dosage • Renewal prescription <ul style="list-style-type: none"> ○ Alert refills remaining • Confirm packaging • Confirm, modify dispensing schedule • Request, confirm status of dispensing • Request, provide harm reduction supplies • Provide patient medication delivery info • Redirect patient to care provider
Review coverage	<ul style="list-style-type: none"> • Discuss medication coverage • Request, confirm, alert special authority • Request, confirm insurance information • Schedule medication payment • Discuss cost of medication • Discuss dispensing fees • Discuss ability to pay • Alert medication not covered
Request, discuss restrictions	<ul style="list-style-type: none"> • Frequency of pickups • No early refills • No refills for lost prescriptions • Limit to one pharmacy • Medication type and quantity
Review, notify dispensing alerts	<ul style="list-style-type: none"> • Drug-to-drug interactions • Allergies • Duplication therapy • Dosing errors • Contraindications

Communicate – ADMINISTER

Provide medication administration instructions	<ul style="list-style-type: none"> • Initial instructions <ul style="list-style-type: none"> ○ Timing • Revised instructions <ul style="list-style-type: none"> ○ Change timing of medication ○ Titration • Confirm/clarify instructions
Schedule medication administration	
Request, prepare, modify, clarify Delegation of Task	

Communicate – MONITOR/EVALUATE

Confirm, request, review current medication details	<p>Name, dose, route, dispensing schedule, prescribers, dispensers, frequency</p> <ul style="list-style-type: none"> • Community • Hospital • Samples • Over-the-counter
Confirm, request, review past medication details	
Discuss medication compliance	<ul style="list-style-type: none"> • Current compliance • Past compliance
Request, provide, confirm allergy information	
Discuss experience of side effects	
Review medication efficacy	
Request, confirm appointment	<ul style="list-style-type: none"> • Doctor • Hospital • Specialist
Request, order, review tests	<ul style="list-style-type: none"> • Request lab tests, bloodwork order • Order lab tests, bloodwork, UDS • Discuss, communicate lab results, values • Confirm reason for lab order • Discuss bloodwork schedule
Review self-monitoring	<ul style="list-style-type: none"> • Instructions • Report results • Request, confirm, deny share medications • Review symptoms (e.g., of low blood sugar)
Confirm, request, review care transitions	<ul style="list-style-type: none"> • Request, provide report • Notify patient admitted to/discharged from hospital • Confirm provider details • Confirm dispenser details • Request follow-up with patient

COORDINATE Communication

Request, confirm appointments/referrals	<ul style="list-style-type: none">• Prescription• Lab test, bloodwork• Specialist• Doctor
Request, transmit patient information	<ul style="list-style-type: none">• Current medical records• Historical medical records• Release forms
Relay messages between patients and care providers	
Request, confirm, alert coverage	<ul style="list-style-type: none">• Includes Special Authority