

# Development of an adherence enhancing intervention in topical treatment termed the Topical Treatment Optimization Program (TTOP)

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## Online Resource 2 Standardized communication guidance for nurses

### At treatment start

#### Introduce yourself to patient and explain your role

Key phrases:

- Patient's personal contact and support during and in between consultations
- Available for help
- Training the correct application of the medication and develop a treatment plan with patient
- Responsibilities study nurse:
  - Hand-out/return questionnaires
  - Hand-out/return medication
  - Scheduling of visits
- I can be reached during working hours at special phone number.
- I can be reached over e-mail.
- My contact details are written on the Patient Card.

Hand-out Patient Card with contact details.

#### Localisation of psoriasis

‘Please name/show me all psoriasis affected skin areas, so that I can get an idea concerning  
(a) which plaque would be best for training the application of the medication with you,  
(b) the time needed on a daily basis in the coming weeks and  
(c) the help you might need at home for the topical treatment, if applicable.’

#### Training application of medication and its special aspects

- Train application of topical treatment with patient; give feedback and optimise technique.
- If necessary, explain your reasons for your wearing gloves during the medication application training:

‘I am wearing gloves to protect myself from unnecessary exposure to medication.’

If necessary, don't forget that the patient needs to wash his hands after the training session if having gotten into contact with the medication!

Explain handling and special aspects of medication.

#### Time management of topical therapy

- Interview the patient about daily activities (job, clothing, etc.)
- Decide together which time point during the day fits in the best for topical therapy:
  - morning/noon/evening
- Estimate the time needed every day for the topical therapy. The patient must be aware of time needed (preferably in minutes).

#### Onset of therapeutic effect: Expectations of the topical therapy

- Inform patient about onset of therapeutic effect and expectations.

#### Dispense of medication to patient

- Remind the patient of the dosing regimen.

#### Scheduling of next visit

Schedule next visit; key phrases:

- a) Lot of information today
- b) Are there any questions/concerns now about the use of the medication?
- c) Timeframe for next visit
- d) For questions/concerns until next visit, patient should feel free to contact you at the telephone number/e-mail address on Patient Card.

## **Subsequent visits - summary**

### **Welcome**

#### Key phrases:

- Patient's well-being since last consultation?
- Questions/concerns with regard to the application of the medication?
- Number of days patient used medication since last visit.
- Reassure patient to feel free to contact you at any time also in between consultation visits at the given telephone number/e-mail address that is on his Patient Card.

### **Time management of topical therapy**

- Ask patient if there is a need for retraining the application of the topical medication
- Ask if time point for treatment chosen during the last consultation is indeed convenient:
  - morning/noon/evening

### **Onset of therapeutic effect: Expectations of the topical therapy**

- Reassure treatment effect onset together and inform patient what to expect further.

### **Continued use of medication**

- Explain how the patient should use the medication in the future.

### **Dispense of medication to patient**

- Remind the patient of the dosing regimen.

### **Scheduling of next visit**

#### Schedule next visit; key phrases:

- a) Are there any questions/concerns left unanswered today?
- b) Timeframe for next visit
- c) For questions/concerns until next visit, patient should feel free to contact you at the telephone number/e-mail address on Patient Card.