CHAT, CHECK, CHART
VITAL TO PATIENT CARE

CONNECT WITH PATIENTS

Engaging with patients at every encounter can create an opportunity for patients to collaborate in their care.

It can be as simple as introducing yourself including your name, occupation, and how you are there to help them.

Use this opportunity to:

- Listen to the patient and identify their needs.
- Gather information to assess the patient and his/her therapy.
- Discuss the goals of therapy.
- Follow up on previous visits.

💡 Apply lean principles and arrange your workflow to have a pharmacist present at prescription drop off.

CONFIRM AND DOCUMENT INDICATION

Confirming the indication can support your patients and their assessment and monitoring.

Don't make assumptions. If you or the patient are not sure about the indication, seek clarification from the prescriber or other sources.

Document the indication electronically to facilitate monitoring and future assessments.

💡
- Find the best location to document patient information in your software.
- If you have a scanner, write the indication on the prescription prior to scanning.

ACCESS NETCARE

Using Netcare routinely as part of your assessment, care plan, and follow up can help provide optimal care for your patient.

Keep a work station open and accessible to Netcare to review:

- Lab results, physician assessments, and other reports.
- Fill history, indication, and directions for narcotics, controlled substances, benzodiazepines and other targeted substances, and Schedule 2 drugs.

Document information used to support your clinical decisions.

💡
- Register all staff with Netcare so that everyone has access.
- Log on to Netcare at the start of your shift and adjust settings to stay logged on longer. Remember to log off when you are finished.
- Have an appropriate number of work stations for staff on duty.

MONITOR PATIENTS

Reconnecting with patients can help you find out how their medications are working and what you can do to continue supporting them.

- Establish monitoring plan at initial assessment.
- Check Netcare for lab results, medication history, and reports from healthcare professionals.
- Review prior documentation to prioritize your goals.
- Evaluate medication therapy including *Indication*, *Effectiveness*, *Safety*, and *Adherence*.
- Intervene as appropriate.
- Document any issues for follow up at next refill.

💡
- Identify patients who may not be using their medications as prescribed.
- Keep up-to-date with therapeutic guidelines.
- Develop a care plan to easily document monitoring parameters.
- Ensure prior monitoring documentation is accessible to all staff.

acφ Alberta College of Pharmacy

HOW WOULD THESE VITAL BEHAVIOURS HELP ME IN MY PRACTICE?

85% OF PATIENTS MAY HAVE ONE OR MORE OF THE FOLLOWING DRUG THERAPY PROBLEMS

KEY POINT
Talking and connecting with patients is the first step towards solving drug therapy problems.

KEY POINT
Monitoring patients may help you identify and resolve most of these drug therapy problems.

28%	26%	16%	9%	8%	7%	6%
NEEDS ADDITIONAL DRUG THERAPY	**DOSAGE TOO LOW**	**NONADHERENCE**	**INEFFECTIVE DRUG**	**ADVERSE DRUG REACTION**	**DOSAGE TOO HIGH**	**UNNECESSARY DRUG THERAPY**
Monitoring patients can help you identify opportunities to optimize therapy.	Monitoring patients can help you assess their dose and titrate their medications towards their goal of therapy.	Monitoring patients can help you identify and educate patients who are not adhering to their medications.	Documenting indication and monitoring patients can help you suggest effective alternatives.	Monitoring patients can help you prevent harm from adverse drug reactions.	Accessing Netcare allows you to assess patients' lab results and determine an appropriate dose.	Documenting indication can help you identify unnecessary drug therapy.

1. Ramalho de Oliveira D., et al. 'Medication Therapy Management: 10 Years of Experience in a Large Integrated Health Care System. - Pubmed - NCBI'. ncbi.nlm.nih.gov, N.p., 2015. Web. 17 Aug 2015.

CHAT, CHECK, CHART
HOW VITAL BEHAVIOURS CAN HELP YOU IN YOUR PRACTICE
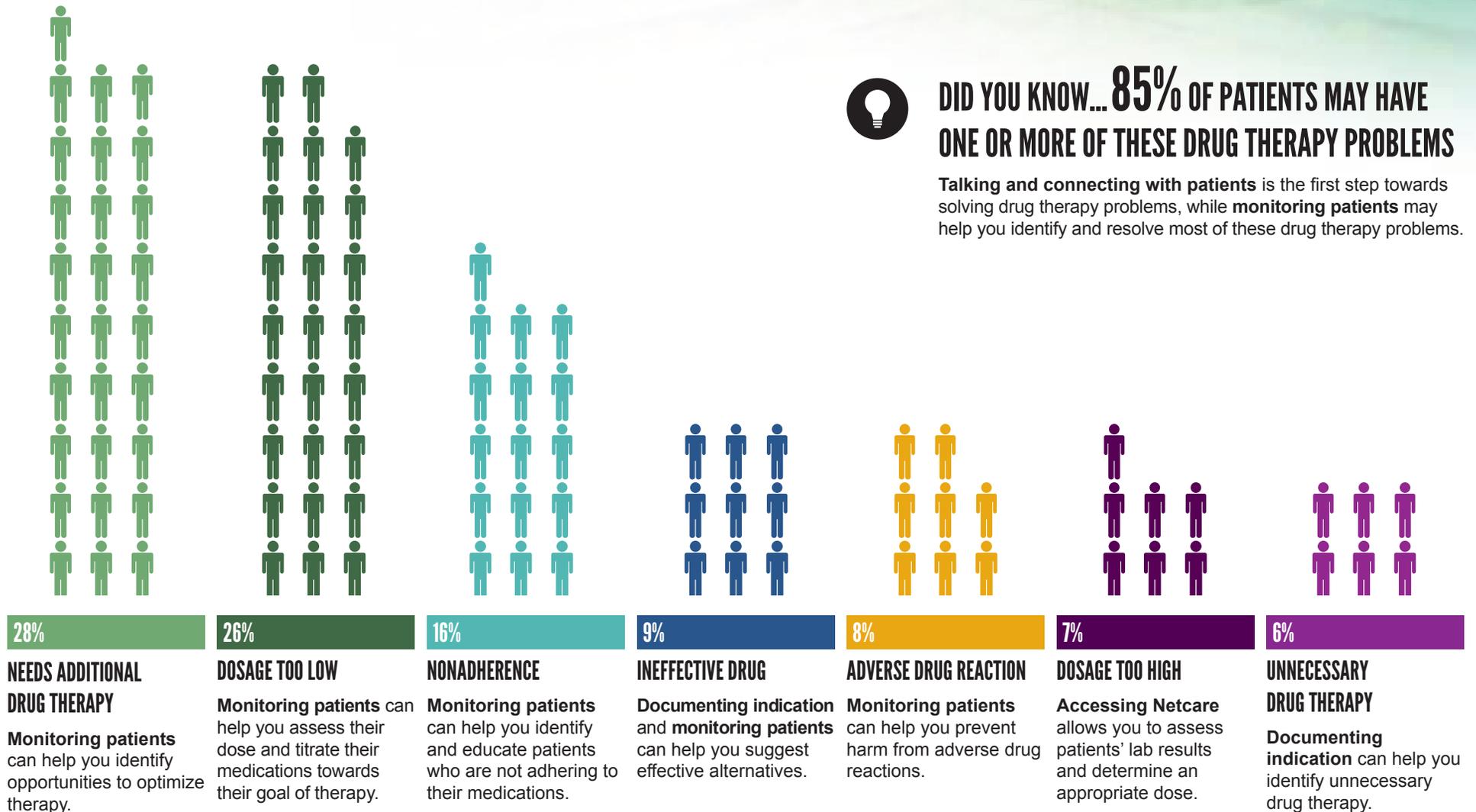
DID YOU KNOW… 85% OF PATIENTS MAY HAVE ONE OR MORE OF THESE DRUG THERAPY PROBLEMS

Talking and connecting with patients is the first step towards solving drug therapy problems, while **monitoring patients** may help you identify and resolve most of these drug therapy problems.

28%
NEEDS ADDITIONAL DRUG THERAPY

Monitoring patients can help you identify opportunities to optimize therapy.

26%
DOSAGE TOO LOW

Monitoring patients can help you assess their dose and titrate their medications towards their goal of therapy.

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NONADHERENCE

Monitoring patients can help you identify and educate patients who are not adhering to their medications.

9%
INEFFECTIVE DRUG

Documenting indication and **monitoring patients** can help you suggest effective alternatives.

8%
ADVERSE DRUG REACTION

Monitoring patients can help you prevent harm from adverse drug reactions.

7%
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Accessing Netcare allows you to assess patients' lab results and determine an appropriate dose.

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UNNECESSARY DRUG THERAPY

Documenting indication can help you identify unnecessary drug therapy.

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