

Best Practices for Conducting Patient Adherence

Easy-to-implement tips from your pharmacist peers enhance your success in delivering patient adherence sessions:

Time Management Tips

Divide and conquer – use all resources available

- Use your pharmacy techs or interns to schedule patients, make patient appointment reminder calls and enter data as appropriate.
- Pharmacy students are able and willing to help. They can learn how to use the MirixaProSM platform to assist with tasks and enter data. Contact a local school of pharmacy in your area for help.

Increasing Phone Message Call Backs

When leaving messages for patients

- **Suggest that you have important health information to share** about their medications and are making a courtesy call in that regard. As with patient messages for other pharmacy issues, be sure not to leave Protected Health Information (PHI) on answering machines.
- **Ask for a return call with a better number and time to call.** You can also leave the hours when you can be reached and ask them to call back at their earliest convenience before a specific day.

Leave a direct number to call back (if possible)

- **When you call can make a big difference.** Try to make calls between 6 and 8 pm and on the weekends. Some pharmacies have also had good results reaching patients in the morning or before lunch.
- **Keep trying to reach the patient.** Keep calling until the case expires but you must make at least 3 attempts to contact a patient before declining a case.