

Medication Therapy Management (MTM) Best Practices

How MTM is Helping to Make a Difference in My Patients' Health and Lives



Advice from:

Jana Bennett, R.Ph.

Medicine Shoppe® franchisee in Sherman and Denison, Texas, stores #708 and #306

Medicine Shoppe pharmacist since 1996

Medicine Shoppe® pharmacy and Medicap Pharmacy® pharmacists are proving that retail-based, Medication Therapy Management (MTM) sessions have the ability to improve patient health outcomes and change patients' lives for the better. Franchisee Jana Bennett, in Sherman and Dennison, Texas, has experienced firsthand the difference MTM is making in her patients' lives.

"At first, MTM was a big unknown for me and I had hesitations on whether the time spent would produce significant, measurable results for patients," said Jana Bennett, pharmacist and Medicine Shoppe franchisee. "But once you get started in MTM, the patient experiences are positive and energizing. It's exciting to see how your patients respond when you are able to spend one-on-one counseling time with them. You

learn that you can actually change their lives for the better through MTM."



After MTM, my patient is a completely different person. She'll always be my patient now!

– Jana Bennett, R.Ph.

The Patient's Health Concern:

One example from Jana's personal experience with MTM is a female patient that was on the heart medication Altace®. A possible side effect of Altace is the serious and potentially life threatening condition angioedema. Due to the medication, Jana's patient suffered from occasional angioedema episodes, so her doctor prescribed an injectable Benadryl® for the patient to use at the onset of an episode before calling paramedics.

What the MTM Session Discovered:

During the patient's MTM session, Jana learned that her patient suffered from arthritis and, as a result, was unable to draw a Benadryl syringe herself. She also was unable to take Benadryl orally, as her tongue was the first to swell during an angioedema attack. To make matters worse, prefilled Benadryl syringes are no longer produced, and the patient's son works nights and is unable to help her if she is to have an attack during the evening. The stress of the situation had caused the patient so much concern and anxiety she was even taking anxiety medication.

The Solution/How MTM has Benefited the Patient:

Through the MTM session, Jana learned of the patient's concerns and was able to recommend dissolvable Benadryl strips – where no injection or swallowing is needed. This inexpensive and simple solution has greatly reduced the patient's anxiety and changed her life for the better.

"She was so thankful and feels the MTM session really helped her," said Bennett. "She is a completely different person when she comes into my pharmacy now, and she looks at me as a trusted friend rather than her pharmacist. Through MTM, it only took a short amount of time to determine a solution to her problem that no one else was helping to solve for her. As a result, she'll always be my patient now – there's no chance she'll go anywhere else."