

Medication Communication

“ Before giving you any new medicine, how often did hospital staff describe possible side effects in a way you could understand? ”

COMMUNICATION

During Admission Rounding

“Also, if we ever give you a new medication we will describe possible side effects.”

During Patient Rounding

“Have we described possible side effects of any new medications that we have given you?”

“How are you feeling, anything out of ordinary or any discomfort since you started your medication? We may not be able to help all side effects but others we may be able to and we would like to try to keep you as comfortable as possible.”

During Discharge Rounding

“Did we did we give you any new medications during your stay here?”

“Did we always describe possible side effects of new medications?”

“Specifically thinking of the Levaquin we gave you, would you mind telling me what you remember about symptoms you should be looking out for and how to manage them?”

PROCESS

Describe All Side Effects

- While providing the patient with names and purposes of all medications, it is critical to tell patients what common side effects are possible (no matter how trivial the side effect may seem)

Use All Your Current Resources

- Use patient rounding to understand, manage, and take action based on negative side effects—to create comfort or to adjust medications with the physician if possible

Don't Neglect the Leave Behind

- Many patients will not be able to absorb all the information given during the time the care providers are in the room—using materials that they can read at their own pace that include the medication website enables the patient to process the information at their own pace

Repeat, Repeat, Repeat

- The key to clear medication education is repetition—repeat the information: medication name, dosage, purpose, side effects

