

# Medication Communication

“ Before giving you any new medicine, how often did hospital staff tell you what the medicine was for? ”

## COMMUNICATION

### During Admission Rounding

“Before we give you any new medications, we will always tell you what the medicine is for.”

### During Patient Rounding

“Have you been given any new medications?”

“Did the nurse or doctor tell you what the medicine was for?”

### During Discharge Rounding

“Did you have any new medications during your stay with us?”

“Did we always tell you what the medicine was for?”

“Do you have any questions about your medications now?”

## PROCESS

### Be Precise

- Before giving any patients any medication, tell them specifically the name of the medication and what it is for; for instance, “Ms. Thomas, here is your Levaquin. This is an antibiotic to treat your pneumonia.”
- Make certain for every medication a patient receives, even routine medications, that the patient/family receives the medication name and reason for taking

### Use the Teachback Method

- During patient rounding and/or bedside shift report ask the patient what they understand and remember about their medication. Listening to them explain their understanding of what you have described does two things:
  - Enables the caregiver to correct any misinterpretations of what was stated
  - Engages the patient understanding and learning to ensure they are more likely to remember this knowledge once they are discharged home
- An example of this communication might be, “Mr. Jones, my name is Sarah. I understand that Donna gave you the first dose of your medication. Can you tell me what you remember about the medicine you are taking and why you are taking it?”

### Post Visit Phone Calls

- Use these calls as another touchpoint to evaluate understanding and clear up uncertainty around medications

