



Improving Medication Adherence



- Medication adherence is important for our patients, especially those with chronic conditions.
- Several of our payers offer incentives for achieving medication adherence goals.
- Medication adherence can reduce poor health outcomes and avoidable ER and Hospital utilization which decreases fragmented care.

How can I help with medication adherence?

- Discuss medication cost with patients. If they indicate problems with being able to afford their meds, refer to your case manager or in-house pharmacist (Family Medicine).
- Prescribe a 90-day supply with 3 refills, when appropriate.
- Encourage patients to utilize mail-order pharmacy services through their insurance. Many plans offer \$0 co-pay for 90 day supplies through mail-order pharmacy.
- Discuss with patients the importance of taking their medications exactly as prescribed.
- Refer patients with multiple chronic conditions to case management or pharmacy for medication assistance when needed.

Team-Based Approach to Medication Adherence

- The Population Health team has nurse case managers dedicated to assisting the care team and patients with medication adherence.
- Centralized case management will be outreaching to patients to remind them to pick up refills, encourage medication adherence, and provide resources for assisting with medication.
- You may receive a task from a case manager informing you that a patient needs a refill or is noncompliant with medications.