

## **Outcomes Encounter Program Comprehensive Medication Review Guide**

The Comprehensive Medication Review (CMR) service may be performed once each calendar year for all Outcomes-eligible patients who have complex drug therapy. Typically, complex drug therapy is defined as the use of four or more chronic medications (including prescription and non-prescription products) or any number of medications which require a high level of monitoring. The CMR should occur during a face-to-face meeting between a pharmacist and a patient (or the patient's caregiver). To complete a CMR, follow the steps below.

### Before the CMR

1. Contact the patient to schedule a 30-minute appointment.
2. Instruct the patient to bring to the appointment all current prescription medications (including samples), non-prescription medications, herbals, vitamins/minerals, nutritional supplements, and any other products he/she uses, even on an occasional basis.

### During the CMR

1. Ask the patient to rank the following six health care priority statements (1 = most important, 6 = least important):
  - Avoiding medicine side effects (a)
  - Organizing my medications (b)
  - Reducing my medication expenses (c)
  - Reducing/managing my symptoms (a)
  - Simplifying my daily dosing schedule (b)
  - Using generic medications (c)
2. Ask the patient to name his/her current disease states.
3. Collect the following information for each medication:
  - What is the name, strength, and dosage form of the medication?
  - What is the medication used for?
  - Who prescribed the medication?
  - Since beginning use of the medication, how have signs/symptoms changed?
  - How do you use the medication?
  - How often do you miss doses of the medication?
  - Are you satisfied with your drug therapy?
4. Ask, "What conditions do you have that you feel are being inadequately treated?"
5. Thank the patient for his/her time. Tell the patient you will follow-up with an organized medication list and recommendations for potential changes in therapy. Make sure to tell the patient he/she will be consulted before any changes are made.

### After the CMR

1. Determine the patient's health care priority (see step 1 under "During the CMR")
  - If (a) statements were ranked highly, the health care priority is Comfort
  - If (b) statements were ranked highly, the health care priority is Convenience
  - If (c) statements were ranked highly, the health care priority is Cost
2. Keeping the patient's health care priority in mind, review the patient's medication regimen. If any of the following issues are identified, an intervention may be possible/necessary:
  - Medication Cost Concerns
  - Needs Therapy
  - Unnecessary Therapy
  - Suboptimal Drug Selection
  - Inappropriate Dose/Duration
  - Adverse Drug Reaction
  - Drug Interaction
  - Overuse/Underuse
  - Inappropriate Administration/Technique
3. Organize all potential interventions then contact the patient to perform interventions, explain potential changes in therapy, and obtain permission to pursue the described changes. When contacting the prescriber, be prepared to describe the drug therapy problems identified and provide recommendations for therapy changes. Be sure to communicate final changes to the patient.
4. Document the CMR manually or electronically. Pharmacists who have completed Outcomes training have the option of utilizing the online MTM Profile function to create a patient-friendly Master Medication List and Medication Action Plan. This MTM Profile should include:
  - Date of the CMR and/or date when last updated
  - Patient's name
  - Pharmacy contact information
  - Information about each of the patient's current medications (name, strength, dosage form; purpose; directions for use; remarks; prescriber)
  - Description of each drug therapy problem identified/resolved

Provide the updated information to the patient as a follow-up to the CMR service. Inform the patient to bring the MTM Profile to visits to the pharmacy, physician appointments, ER visits, and hospital admissions.

5. Pharmacists who have completed the Outcomes training program may bill for the CMR service online at [www.getoutcomes.com](http://www.getoutcomes.com). [If the CMR was completed as a result of an Automated Encounter, pharmacists who have completed Outcomes training as well as pharmacists who have not completed Outcomes training may submit the claim via fax to Outcomes (fax 515.237.0002). Online billing is not necessary.]