

Tele-Pharmacy Lite Follow-Up Call Script



Structure of a iCare+ Tele-Pharmacy Lite Follow-Up Call

Intro and iCare+
Identification

"Hello [Patient's Name],

This is [Pharmacist's Name], following up on your recent iCare+ Telehealth visit with [Healthcare Provider's Name]. "

Patient
Identification

"[Patient's Name], will you please verify your full name and DOB?"

Scripts for
Opening the Call

"I would like to discuss your prescription medications with you today and provide any necessary counseling to ensure you have a clear understanding of how to take your medications safely and effectively."

Preliminary
Assessment

"First, let's review the medications prescribed to you during your Telehealth visit. It looks like you were prescribed [Medication 1], [Medication 2], etc. These medications are commonly used to treat [condition/infection], and it's important to take them as directed."

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Preliminary Assessment (Continued)

"Now, let's go over each medication individually.

[Medication 1], it is typically taken [dosage instructions]. Please make sure to follow these instructions closely and take the medication at the same time each day. Do you have any questions about the timing or dosage?

[Medication 2], this medication is usually taken [dosage instructions]. It's important to note any specific instructions, such as taking it with food or on an empty stomach. Do you have any questions about the timing or dosage? Are you experiencing any discomfort or side effects? Please reach out anytime with questions on possible side effects over the treatment duration.

It's important to be aware of any potential drug interactions with your other medications or any dietary restrictions while taking this medication. Are you experiencing any discomfort or side effects that you feel are related to the medication? Please reach out anytime with questions on possible side effects that may arise over the treatment duration.

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Counseling

"In addition to discussing your medications, I'd also like to remind you of the importance of taking them consistently and not skipping doses. If you have trouble remembering to take your medications, there are various strategies we can discuss to help you with adherence."

Follow-up Instruction

"Lastly, please don't hesitate to reach out to us if you experience any adverse effects or have any questions or concerns about your medications. We are here to support you throughout your treatment process.

Thank you for choosing us as your pharmacy, and we look forward to assisting you with any further needs. Have a great day!"

Additional talking points

- Discuss when the patient should see improvement in symptoms
- Guidance for the patient if the condition does not improve
- Immunization Prompts and Reminders
- Nutrition Counseling when appropriate for the patient's diagnosis
- Consult on appropriate screening measures to monitor the patient's condition (BP checks for hypertensive patient)