

# Tips For Talking With Your Pharmacist

- Remember, your questions are important!
- Learn your pharmacist's name and use it
- Be efficient – bring a list of questions and your Med Chart
- Ask the key questions:
  1. What is this medication for?
  2. How should I take it?
  3. What can I expect this drug to do?
  4. What else should I know about this medicine?
- Find out pharmacist's:
  - Best time for full attention or phone calls
  - Areas of expertise and interest
- Information to share with your pharmacist when picking up refills:
  - Did a prescriber change any medicines in the last month?
  - Did you add, stop, or change a medicine or dose of a medicine?
  - How have your medicines worked this past month?
    - Have you felt good about the benefits?
    - Have you had possible side effects that bothered you?
    - How have you been taking your medicines in the past month?
    - Can you talk through how you use inhalers, injections, or drops?
- Use the 3 P's: Steps for a Successful Conversation
  1. **Purpose** (*Why* you need to talk with them):  
**Say:** "I need your help. I have a concern about one of my medicines."
  2. **Process** (*How* you want to use the time with them):  
**Say:** "Would you spend a few minutes with me?"
  3. **Payoff** (*What* benefit or result would occur):  
**Say:** "If you could answer my questions I wouldn't be as worried and maybe I could feel better about taking this medication."
- Remember to ask for a medication review at least once yearly.  
"I need a checkup of my medicines. Would you sit down with me and go over all of my medicines, to make sure they are necessary, safe and effective?"

