

INTRODUCTION TO THE TOOLKIT

The purpose of this toolkit is to assist pharmacists in developing relationships with prescribers to enhance Medication Therapy Management (MTM) services in community pharmacies for the patients common between pharmacist and prescriber. The toolkit will guide pharmacists through the general approach and conversation components that will fuel budding collaborations between pharmacists and prescribers in MTM service delivery.

Tools

- 1. Getting in the Door** – How to determine which prescribers to pursue and steps to gain access
- 2. Sample Elevator Speeches** – Quick introductions to MTM services
- 3. Tips for Communicating with Prescribers** – Tips on how to effectively articulate what Medication Therapy Management is and its benefits for the patient and the prescriber
- 4. Talking Points on MTM and its Benefits** – Key statements that pharmacists can share with prescribers about what MTM is, why it matters, and how it benefits patients and prescribers
- 5. Need for MTM Statistics** – A compilation of medication adherence statistics that can help frame the conversation around why MTM is needed
- 6. Motivational Interviewing Tactics** – Motivational interviewing strategies and examples that can help pharmacists start a conversation that is relaxed and collaborative
- 7. Sample PowerPoint Presentation** – Short PowerPoint explaining what MTM is and how it can benefit the patient, which can be used for “lunch and learns” in a prescriber office or in other meetings with prescribers
- 8. Overcoming Challenges** – Common objections and challenges that the pharmacist may encounter and sample responses to keep the conversation productive
- 9. Sample Medication Change Fax Template** – A sample fax proposing a medication change
- 10. Sample Medication Class Fax Template** – A sample fax for addressing a specific medication class (i.e., statins)
- 11. Sample MTM Flyer** – A sample flyer that pharmacists can share with prescriber offices to notify office staff about the faxes that they will be receiving as part of MTM services