



Communicating With Members to Address Medication Adherence

Regardless of your specialty, having a thorough discussion with your patients about any medications they are taking, or considering taking, is important. These conversations can be challenging for patients who may feel intimidated or uncomfortable discussing why they've failed to follow your treatment plan. If you begin the discussion by acknowledging that it's not uncommon to encounter challenges with medication adherence, your patients may feel comfortable being open and honest about any problems they may have experienced.

Getting Patients to Open Up

The following questions also may encourage patients to share other potential barriers they face with their current medication regimen:

1. Are you currently taking all of your medications? If not, why aren't you?
2. Do you need help managing your medications?
3. How do you feel taking the medication(s)?
4. Are you experiencing any side effects from the medication(s)?
5. Since we last met, have you started taking any additional over-the-counter or prescription medications?
6. Is there another treatment option you'd like to discuss?
7. Are you experiencing problems paying for your medication(s)?

Why It Matters

We believe that having our care providers initiate and lead these conversations will help empower more members to share in the development of their treatment plan and accept the significant role they play in managing their own health.

Additional Resources

If you'd like additional resources to help facilitate these discussions, please reach out to your Provider Advocate. If you aren't sure who to contact, go to UHCprovider.com > Menu > Contact Us.