

# Empowering Patients to Start a Conversation: 5 Questions to Ask about Your Medications

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## Appendix 1: Impact Testimonials

### Healthcare provider testimonials

I strongly believe starting a dialogue about medication is an important first step to preventing drug therapy problems. And these 5 Questions help to focus the dialogue on what is most important for the patients.

– Cynthia Leung, RPh, BScPhm, PharmD, CDE, CGP, Pharmacist (Queen's Family Health Team, Department of Family Medicine, Queen's University)

Nurses are using the 5 Questions as a guide to frame the education they provide patients/families, resulting in a collaborative patient-centred approach to medication management.

– Susan Filax, Director, Clinical Practice and Informatics (Spectrum Health Care)

I believe a primary care drive with the 5 Questions focused on MedRec could have a significant impact by raising the profile of MedRec as well as additional opportunities for patient safety improvements in medication management.

– Dr. John Maxted, Family Physician

We present the 5Qs during a discharge MedRec before they move back home into the community from this 30-day stay at the [long-term care] home. We are using it during our community MedsCheck reviews when seniors move into retirement homes, prepare for hospital visits or return from hospital.

– Carla Beaton, Vice President, Clinical Innovations & Quality Improvement (Medical Pharmacies Ltd.)

We are continuing to use the 5Q on our digital displays throughout the hospital, and every patient gets a copy on admission. (Using 5 questions to ask since 2016.)

– Dr. Andrea Kent, BScPharm, PharmD; NSHA Antimicrobial Stewardship Clinical Coordinator/Manager Pharmacy Services (Colchester East Hants Health Centre, Truro, NS)

This is an excellent tool that can be used in so many formats. This tool is just one more way that pharmacists, pharmacy

technicians and patients can work together to ensure patient medication safety. Excellent tool!

– Survey Participant

Excellent educational tool adapted to all with different learning styles, including healthcare professionals, administrative staff, patients and community members.

– Survey Participant

### Patient testimonials

Very useful from a caregiver perspective.

– Survey Participant

There's always room for more health-related information, but these five questions certainly initiate a two-way communication and encourages everyone to be more involved with their personal healthcare – take more accountability and responsibility.

– Survey Participant

### Opioids for pain after surgery handout testimonials

Thanks for your work on this very important issue. To me, it's the elephant in the room. We all could be doing much better at informing patients of the potential risks, including addiction, with these medications. There needs to be a change in practice for all healthcare professionals, and your brochure will go a long way in helping with this!

– Marianne Nagata, Clinical Pharmacy Specialist – Acute Pain Service (Department of Surgery, Etobicoke General Hospital)

At North York General Hospital, the first phase of implementation is for day surgery patients. The pamphlets will be distributed to patients in the waiting room prior to surgery. This provides the opportunity for patients to review the information prior to surgery and allow them to ask questions when the staff reviews the pain management plan with them post-operatively. We will also be looking at additional ways to promote this important information throughout the hospital to help educate all our patients and families.

– Jenny Chiu, Acute Care Practitioner/Clinical Coordinator (Department of Pharmacy, North York General Hospital)