

How Patient-Centered Is Our Medication Reconciliation Process?

Taking the Medication History	Not Doing	Needs Improvement	Doing Well	N/A
Forms on which patients provide a medication history are formatted clearly.	1	2	3	9
Staff who take a medication history are trained in principles of clear health communication.	1	2	3	
The medication history is taken in a quiet environment.	1	2	3	
Sufficient time is dedicated to taking the medication history.	1	2	3	
If the patient's preferred language is not English, a trained interpreter or language line is always used to help obtain the medication history.	1	2	3	
Systems are in place to gather medication information from sources other than the patient (e.g., medical chart, community pharmacies).	1	2	3	
Discharge Medication List	Not Doing	Needs Improvement	Doing Well	N/A
Patients are provided a clearly formatted, patient-centered medication list at hospital discharge.	1	2	3	9
If the patient's preferred language is not English, the written discharge medication list is provided in the patient's preferred language.	1	2	3	
Patients receive a phone number that they can call if they have questions about their medicines after discharge.	1	2	3	9

How Patient-Centered Is Our Medication Reconciliation Process? (Continued)

Discharge Medication Counseling	Not Doing	Needs Improvement	Doing Well	
Staff who provide discharge counseling are trained in principles of clear health communication.	1	2	3	
Discharge counseling is provided in a quiet environment.	1	2	3	
Sufficient time is dedicated to counseling patients about medications at hospital discharge.	1	2	3	
Discharge instructions include exactly how the medication regimen differs from the preadmission regimen.	1	2	3	
Discharge instructions include the indications, directions and potential side effects of new medications.	1	2	3	
Discharge counseling explores possible barriers to medication adherence and how to overcome those barriers.	1	2	3	
When providing counseling, staff use plain language and avoid jargon.	1	2	3	
If the patient's preferred language is not English, a trained interpreter or language line is always used during discharge counseling.	1	2	3	
Family members or caregivers are included in discharge counseling.	1	2	3	
Patients are asked to teach back key information at the end of counseling.	1	2	3	