Conduct Prospective Drug Utilization Review (DUR)

Step 1: Initial Screening

<table>
<thead>
<tr>
<th>The Prescription</th>
<th>The Patient</th>
</tr>
</thead>
<tbody>
<tr>
<td>Has missing or unreadable info</td>
<td>Is new to the pharmacy</td>
</tr>
<tr>
<td>Appears altered or irregular</td>
<td>Refuses to show identification</td>
</tr>
<tr>
<td>Is from an unfamiliar prescriber</td>
<td>Is picking up Rs for multiple people</td>
</tr>
<tr>
<td>Requests a risky combination</td>
<td>Insurance claim was denied</td>
</tr>
<tr>
<td>Is from outside surrounding area</td>
<td>Is paying cash</td>
</tr>
</tbody>
</table>

PDMP

Step 2: Safety Trigger Review

- Opioid dosage significantly higher than necessary for a new or chronic user
- Combination of medications poses risk
  * Opioid with benzodiazepine and/or muscle relaxant
  * Long-acting and short-acting dosage forms
- Prescriptions have been filled too frequently
- Combination of contradicting medications

Steps to RESPOND in all situations...
1. Introduce yourself to the patient
2. Define your role in their healthcare team
3. Introduce the PDMP and its purpose
4. Discuss opioid risks and potential safety triggers
5. Normalize expressed feelings and concerns
6. Ask permission to give information or advice
7. Consider introducing naloxone, if warranted

Steps to RESPOND in difficult situations...
1. Share safety concerns in a non-judgmental tone
2. Ask the patient open-ended questions
3. Reflect patients’ responses back to them
4. Support patients’ belief in ability to succeed
5. Communicate safety concerns to the prescriber
6. Include the patient \textit{and} prescriber in decisions
7. Clearly articulate expectations and next steps