

Step 1

Initial Screening

Drug Utilization Review



The Prescription

- Has **missing or unreadable info**
- **Appears altered** or irregular
- Is from an **unfamiliar prescriber**
- Is from **outside surrounding area**
- Is **denied coverage** by patient's insurance company

The Patient

- Is **new to the pharmacy**
- **Refuses to show identification**
- Is picking up R_xs for **multiple people**
- Is **paying cash**

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
- Combination of **contradicting medications**
- Prescriptions have been **filled too frequently**
- Patient is seeing **multiple prescribers and/or pharmacies**

Step 3

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

⚠ Additional Strategies in Difficult Situations

- Share safety concerns in a **non-judgmental tone**
- Ask **open-ended questions**
- **Reflect the patient's responses** back to them
- Support the patient's **belief in their ability to succeed**
- **Communicate safety concerns** to the prescriber
- Include the **patient and prescriber** in decisions
- **Clearly articulate expectations** and next steps