

Reducing Prescription Abandonment Through Patient Engagement

Combating Prescription Abandonment in the Community Pharmacy Setting

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Prescription abandonment occurs when a patient doesn't pick up their medication at the pharmacy and the medication is returned to the pharmacy's inventory. Prescription abandonment can contribute to poor medication adherence, increased health care costs, and disease progression.

A well-known community pharmacy implemented a program with the goal of decreasing prescription abandonment through follow-up calls at 14, 30, 90, and 180 days after prescription initiation.

This roundtable will discuss the impact of pharmacy follow-up calls for new diabetes, hypertension, and dyslipidemia medications.

Discussion Questions:

1. What are factors that can contribute to increased prescription abandonment?
 - a. How can pharmacies minimize or eliminate these factors?

2. When implementing a new initiative:
 - a. What are key factors to implementing a successful program?
 - b. What are anticipated barriers? How can we overcome them?
 - c. What are strategies to increase staff buy-in?