

Medication reconciliation best practices

Quick reference guide

Overview

To help improve medication adherence and safety, please review the following best practices and consider using the medication reconciliation form to review and optimize your patients' medication treatment plans

- **Offer** education on the indication for each medication including supplements and over-the-counter (OTC) products
- **Discuss** possible adverse drug reactions and drug interactions between medications and food and remind patients to communicate about any side effects of prescription medications, OTC products or supplements
- **Assess** medications that are not prescribed for a current diagnosis or are no longer effective and update the patient's medication list at each visit using the medication reconciliation form
- **Review** duplicative medications and ways to simplify the medication regimen
- **Identify** social drivers of health (SDOH) and other barriers to medication adherence
- **Suggest** medication schedules and the importance of compliance
- **Talk** about the importance of reviewing medications during transitions of care (within 7 and 30 days of hospitalization) and at each visit
- **Consider** offering 90-day prescriptions, pill boxes, pill packs, mail order and other resources, as clinically appropriate

Learn more

For more information about how our programs can help support your patients, check out our online resources:

- Go to UHCprovider.com/pcms for more information for **PreCheckMyscript** to get real time, accurate, patient specific prescription data, lower-cost alternative prescription options per state preferred drug list (PDL) requirements, request prior authorization and get results
- **Patient Care Opportunity Report (PCOR)** is a monthly report you can use to identify your patients' adherence to preventive screenings and treatments. To access your PCOR, go to UHCprovider.com and click the Sign In button in the top-right corner. Then click Documents & Reporting > Physician Performance & Reporting > Open My Reports.
- **PATH** is our quality care program that provides specifications for many of the quality measures and tools used to address care opportunities, as well as how to report data, and what billing codes to use. Learn more about PATH, its features and additional tools at UHCprovider.com/path or contact your provider advocate.
- **Provider Express** is our behavioral health site that connects health care professionals to clinical and administrative resources and educational information. To access these resources and more, go to providerexpress.com and log in. You'll need to create a profile if you're a first-time user.



Questions?

Connect with us through chat 24/7 in the **UnitedHealthcare Provider Portal**. For additional contact information, visit our **Contact us** page.