

## Supplement

Script utilized when calling patients.

- a. "Hello my name is (pharmacy student name), I am a pharmacy student at the Johns Hopkins Hospital calling for patient's name. Thank you. For privacy purposes, can you verify your date of birth and address? Tomorrow at your infusion we will be completing a medication history to make sure your medications are documented accurately in the medical system. Can you bring in all of your prescriptions bottles including herbals, multivitamins and over the counter medications to your appointment tomorrow?"
  - i. **Note:** If the patient says after the prompt above that they do not want to participate, then the student will say "This is not a mandatory program however this service will be utilized to improve your overall quality of care and help to minimize any medication related safety issues."
  - ii. **Note:** If the problem is just with you brining in bottles, ask if patient will be able to provide their primary pharmacy information so that the student can verify the medications later.
- b. Let the patient know if they have insulin, injectable, or refrigerated items it is not necessary to bring those medications.

If the patient does not answer the phone, leave them a message as follows, "Hello my name is \_\_\_\_\_, and I am the medication history pharmacist at the Johns Hopkins Hospital calling for \_\_\_\_\_."