

A workbook that helps clients identify barriers of noncompliance and how to overcome these barriers.

Lilly

TEAM SOLUTIONS™

Getting the Best Results From Your Medicine

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INSTRUCTOR'S GUIDE

This instructor's guide and the corresponding workbook have been prepared in consultation with a number of leading authorities in the field of treatment of schizophrenia. They are designed and intended to be used with patients being treated for symptoms of schizophrenia as educational materials to supplement information provided by the patient's physician. This instructor's guide does not substitute for appropriate medical treatment and counseling. The material may be useful in answering questions about schizophrenia or medications. It may not answer all questions. Remember to remind patients that if they should have questions about their medications or particular treatment, or if they think they are having any possible unwanted effects, they should consult with their physician.

Instructor's Notes

Goals for This Workbook

After completing this workbook, individuals will be familiar with:

1. The advantages of taking medicine correctly every day
2. How to handle some common problems that often result in non-compliance

Instructor Preparation

You will need to bring the following items to your class:

- Phone books for areas in which your students live, for the exercise on page 15
- A sample prescription vial with the pharmacy label attached, for the exercise on page 16

Note to Instructor

Duplicate the Knowledge Assessment (pre- and post-test) and have your clients complete it before starting this workbook. This will help you identify the subject areas in which your clients may need more help. When you've completed the workbook, have your clients complete the same Knowledge Assessment once again, so that you can measure how much they've learned and can identify subject areas that may require review. You will find the Knowledge Assessment at the end of these Instructor's Notes.

Page 2 – The Medicine Maze

Suggested Approach:

After reading this page, facilitate discussion about:

- How long they’ve been taking medication
- Whether they are taking medication for other medical problems
- How they feel about taking medication every day

Page 3 – Why Take Medicine?

Objectives for This Section:

After completing this section, individuals will be able to:

1. Verbalize an understanding that they can’t “feel” their medicine working
2. Correctly state how long it may take for medicine to start improving their symptoms
3. Identify how their medicine can help them

Suggested Approach:

Have individuals read the first paragraph. Encourage them to compare the correct way to take aspirin for pain with the correct way to take their medicine.

For example:

Aspirin	Your Medicine
You take it only when you have pain; you stop taking it when you feel better	You take it every day, even when you’re feeling well
It works in less than 30 minutes	It may take several weeks to start working
You can feel the medicine working	You can’t feel the medicine working
You take it again only if you have more pain	You keep taking it to prevent your symptoms from returning

After reading the list of examples, encourage individuals to:

- Complete the written exercises
- Discuss the advantages and disadvantages of taking medicine
- Consider if the advantages outweigh the disadvantages—for them personally

Potential Problem:

An individual seems unable or unwilling to identify any reasons for taking medication.

Suggested Response:

1. Empathize with them
2. Encourage them to talk about the reasons they don't want to take medicine
3. Agree with at least one realistic problem or reason they identify
4. Instruct them to write the reasons in the space provided
5. Express belief in their ability to work with you and the doctor to resolve those problems
6. Remind them to follow their doctor's instructions
7. Move on

Pages 4-5—Identifying Possible Stumbling Blocks**Objectives for This Section:**

After completing this section, individuals will be able to:

1. Identify some common stumbling blocks to taking medicine
2. Describe some ways to handle the stumbling blocks they face

Suggested Approach:

After reading the first two paragraphs on page 4, encourage individuals to:

- Talk about why most people don't like taking medicine
- Complete the checklist
- Discuss the ones they checked

Page 6—Nobody Has To Know...**Suggested Approach:**

Before reading this page, encourage individuals to talk about why someone might not want people to know they're taking medicine. After reading this page, encourage individuals to:

- Identify ways someone could take medicine without others being aware of it
- Share ideas about how to handle it if someone asks them why they take medicine
- Describe personal experiences with taking medicine that made them feel "out of it" and how they handled the problem

Page 7— Handling Other People’s Opinions

Suggested Approach:

Before reading this page, encourage individuals to:

- Describe personal examples of when other people have said negative things to them about their medicine or told them that they should stop taking it
- Discuss how they responded

After reading this page, encourage individuals to:

- Share personal experiences they’ve had with asking their family or friend to talk with their doctor
- Identify other ways to handle the situation

Potential Problem:

An individual says their family member or friend won’t talk to anyone on their treatment team and won’t read anything about their illness or medication.

Suggested Response:

1. Encourage them to talk about how they feel
2. Empathize with them
3. Ask others in the group to give input about the situation
4. If the problem seems to be that the family member or friend is in denial, you might want to:
 - Explain that “denial” is the first stage of coping
 - Prompt the person to remember what it was like for them when they were in denial
 - Remind them that people aren’t very open to learning when they’re in denial
 - Suggest that denial can last a long time, but that most people move past it in time
 - Express belief in their ability to be patient with the person
 - Check out their willingness to continue treatment without the approval of that significant person

5. If the problem seems to be that the family member or friend believes in some other method of dealing with the problem (prayer, faith, spell breaking, willpower, etc.), you might want to:
 - Role-play ways to continue taking medicine, and express appreciation for the other person’s concern and interest without being obligated to follow their suggestions
 - Role-play ways to take medication and follow the other person’s suggestions if they want to
 - Express belief in their ability to be patient with the person
 - Check out their willingness to continue treatment without the approval of that significant person

Page 8 – Reaching Your Goals

Suggested Approach:

Before reading the first question, encourage individuals to:

- Talk about their personal goals
- List at least one goal for the first question
- Complete the rest of the page



Potential Problem:

The goal a person wrote seems improbable, unrealistic, grandiose, or delusional.

Suggested Response:

1. Avoid being confrontational or critical
2. Acknowledge their goal
3. Ask them to tell you a little more about the goal
4. Move on

Page 9 – The Ingredients of Success

Suggested Approach:

After reading the first paragraph, encourage individuals to:

- Talk about why desire and persistence are so important to reaching goals
- Discuss what desire and persistence have to do with success in overcoming mental illness



After completing the checklist and written exercises, encourage individuals to:

- Identify other things that are important for reaching their goals
- Share opinions about their answers to the written exercises

Page 10 – Being Healthy Is Key to Success

Suggested Approach:

After reading the first two paragraphs, encourage individuals to talk about how their illness has made it hard to reach their goals.

After reading the last paragraph, encourage individuals to:

- Identify ways their medication can help them reach their goals
- Discuss the importance of being healthy so they can focus their energy on working toward goals instead of coping with symptoms

Potential Problem:

An individual focuses exclusively on blaming their medication for keeping them from reaching their goals.

Suggested Response:

1. Avoid being confrontational or critical
2. Acknowledge their feelings (frustration? anger? hopelessness?)
3. Ask them to tell you more about the problem they're having with their medicine
4. Ask them if they plan to talk to the doctor about the problems or if they would like you to contact the doctor
5. Agree on a plan for following through to address their concerns

Page 11 – Taking Your Medicine Properly Can Make a Big Difference

Suggested Approach:

After reading the first paragraph, encourage individuals to:

- Discuss why someone might miss doses of medicine
- Talk about why missing doses of medicine can cause a relapse
- Give personal examples of when their symptoms got worse because they missed too many doses

After reading the second paragraph, encourage individuals to:

- State how many doses of medicine they usually miss per week
- Identify what they're doing to help themselves remember to take their medication properly



Page 11—Take Your Medicine at the Same Time Every Day

Suggested Approach:

After reading the first paragraph of this section, encourage individuals to:

- Think about the things they usually do around the times they need to take medicine
- Identify a daily activity they can link to taking their medicine
- Complete the written exercises

Potential Problem:

An individual takes medication at bedtime but doesn't have a routine time for going to bed. Thus, they end up taking their medicine at any point within a four- to six-hour time span.



Suggested Response:

1. Redefine the “bedtime dose” as a “nighttime dose”
2. Reach some agreement on a routine time for taking the nighttime dose
3. Help them connect the nighttime dose to something that happens at the same time each night—perhaps a certain TV show that’s on at the same time each night, or if they eat a snack at the same time every night

Page 12—Make it Simple

Suggested Approach:

After reading the first paragraph, encourage individuals to:



- Talk about whether or not it's hard for them to recall if they've taken their medicine
- Identify things they do that help them keep track of the doses they've taken
- Discuss the tips that are listed
- Complete the written exercises
- Discuss their plans and when they will do them

Remind them of the importance of following their doctor's instructions.

Page 13 – When Your Medicine Runs Out**Suggested Approach:**

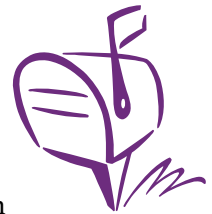
After reading the first paragraph, encourage individuals to:

- Talk about problems they've had with running out of medicine
- Mention what they do to keep from running out of medicine
- Discuss the tips that are listed
- Complete the written exercises
- Discuss their plans and when they will do them

**Page 14 – Mail-Order Pharmacies, Mail-Order Pharmacies You Might Want to Try, Questions to Ask the Pharmacist****Suggested Approach:**

After reading the first paragraph, encourage individuals to:

- Talk about experiences they've had with using a mail-order pharmacy
 - Did it help them avoid running out of medicine?
 - Did it cost less?
 - What problems did they have?
- Discuss the importance of asking the questions listed before sending in their prescription



Page 15 – Neighborhood Pharmacies, Tip 1

Instructor Preparation:

Bring phone books that cover areas in which your clients live. This exercise asks clients to find pharmacies that deliver.

Suggested Approach:

Before reading the first paragraph, encourage individuals to:

- Discuss what pharmacy they usually use and why they chose that one
- Identify any disadvantages or problems they've encountered with using that pharmacy



After reading the page, encourage individuals to:

- Discuss how to figure out which pharmacies deliver and if it costs extra (ads in the yellow pages often show who delivers)
- Complete the written exercise
- Discuss the advantages of changing to a pharmacy that delivers
- Discuss the disadvantages of changing pharmacies (for example, the pharmacy will not have all of your medications listed in their computer, which may make it difficult for the pharmacist to check for drug interactions)

Page 16 – Tip 2

Instructor Preparation:

The first exercise requires the use of prescription medication vials with the pharmacy labels attached. Bring enough prescription vials to the class so that each client can refer to their own while completing the exercise.

Suggested Approach:

After reading the list of information listed on a medicine bottle, encourage individuals to:

- Look at one of their medicine bottles and locate each of the five pieces of information
- Discuss if they usually call ahead to request a refill or take the bottle to the pharmacy when it's empty



After reading all of Tip 2, encourage individuals to:

- Discuss the advantages of calling the pharmacy several days ahead to request a refill
- Identify the disadvantages of waiting until the bottle is empty to get a refill
- State how and when they usually get a new prescription when they don't have any refills left

Page 16—Tip 3 and Tip 4**Suggested Approach:**

Before reading Tip 3, encourage individuals to:

- Talk about a time they went to the pharmacy to get their medicine and it wasn't ready
 - Why wasn't the medicine ready for them to pick it up?
 - What problems did it cause for them?
 - How did they avoid that same problem after that experience?

After reading Tip 3 and Tip 4, encourage individuals to:

- Discuss the advantages of calling the pharmacy ahead of time to be sure their medicine is ready
- Identify the disadvantages of giving up and just not getting the prescription filled
- Discuss the disadvantages of taking some other pills left over from last year instead of getting a new prescription filled
- Talk about who they can ask for help if they have trouble getting their prescription filled

Page 17—Paying for Your Medicine**Suggested Approach:**

Before reading the first paragraph, encourage individuals to:

- Talk about a time they didn't have enough money to buy medicine
 - What happened?
 - How did they solve the problem?
 - How do they keep from having that problem now?



After completing the page, facilitate discussion about:

- The disadvantages of skipping doses to save money
- Ways to get help if they don't have enough money to pay for their medicine

Page 18—Coping With Side Effects From Your Medicine

Suggested Approach:

Before reading the first paragraph, encourage individuals to:

- Talk about experiences they've had with medication side effects
 - What happened?
 - How did they solve the problem?

After completing the first two paragraphs, facilitate discussion about:

- Why different people can have different side effects with the same medicine
- Why they shouldn't assume they'll have a certain side effect just because someone else did



Remind them that if they think they are having side effects, they should see their doctor.

Page 18-19—Side Effects Don't Always Have to Be a Problem

Suggested Approach:

Before reading the first paragraph of this section, encourage individuals to:

- Talk about an example of when their doctor helped them get rid of a side effect
- Discuss the side effects that are bothering them now

After completing the rest of this section, facilitate discussion about:

- Times they've wanted to stop taking a medicine because of side effects
- When they plan to talk with the doctor about the side effects that are bothering them now
- What they'll do if they've followed the doctor's advice and the side effects have not gone away

Page 20 – Mixing Your Medicine With Alcohol or Other Drugs

Suggested Approach:

Before reading the first paragraph, encourage individuals to:

- Talk about their experiences with using drugs and/or alcohol
 - Did they skip their medicine?
 - What drug(s) did they use?
 - What kind and how much alcohol did they drink?
 - What changes did they notice in their symptoms over the next week?
 - How often do they drink or use drugs?



After completing the page, facilitate discussion about:

- What drugs and alcohol do to the balance of chemicals in the brain
- When they plan to talk with the doctor about this issue
- What they'll do if they don't agree with the doctor's advice

Page 21 – Using Alternative Medicines

Suggested Approach:

After reading the first paragraph, encourage individuals to:

- Talk about their experiences or interest in alternative treatments
 - Have they heard of any alternative treatments?
 - Have they ever tried any?
 - What happened?



After completing the page, facilitate discussion about:

- The disadvantages of suddenly stopping medication
- The advantages of continuing medication while using an alternative treatment

Page 22—Are You Fully Recovered?**Suggested Approach:**

Before reading the first paragraph, facilitate discussion about their experiences with deciding they didn't need to take medicine any longer:

- How did they decide they didn't need it anymore?
- What happened?
- How many times have they stopped taking their medicine?

After reading the first paragraph, encourage individuals to:

- Describe the difference between cure and control
- Discuss what might happen if they stop taking their medication
- Complete the written exercise
- Talk about whether or not they agree with the workbook about what's likely to happen if they stop taking their medicine
- Discuss whether or not going to the hospital has interrupted their lives

Page 23—How Much Do You Know?**Suggested Approach:**

Before beginning the page, facilitate discussion about:

- Whether or not they think they'd be able to continue seeing their doctor or therapist if they made it clear they weren't willing to take medication
- The disadvantages of telling the treatment team that they are not taking medication
- The advantages of being honest with the treatment team about not taking medication
- The disadvantages of stopping medication on their own

Page 24**Suggested Approach:**

After reading the question, facilitate discussion about:

- Personal experiences with having told a doctor they'd stopped their medication and wanted to start taking it again
- Why someone might be reluctant to tell their doctor they'd stopped taking their medication
- The advantages of being honest with the doctor
- The disadvantages of ignoring problems that start happening after they stop taking medication

Page 25**Suggested Approach:**

After reading the question, facilitate discussion about:

- Personal examples of symptoms that haven't gone away yet
- Why someone might be reluctant to tell their doctor they're still having symptoms
- The advantages of telling their doctor about their symptoms

Page 26**Suggested Approach:**

After reading the question, encourage individuals to:

- State what they usually do if they miss a dose
- Complete the written exercise
- Read and discuss the answer
- Write in the names of each medication they take and when they take them
Note: Some people may need to have their medications with them to do the written exercises because they know the pills by color and/or shape, but not by name. If that's the case, help them write the color and/or shape next to the name of each medication on the written exercise.
- Make a plan about when they will contact their doctor or nurse to discuss what to do if a dose is missed

Options for Getting Closure At the End of the Workbook:

- Help the person summarize the main points of the workbook
- Ask the person what parts of the workbook were most helpful
- Ask the person to identify two things they learned from the workbook
- Turn to the Contents page and help them identify one main point for each topic

It's time to complete the Knowledge Assessment. Please note that the Knowledge Assessment that follows is an original document that will need to be duplicated for your use.

Knowledge Assessment

For each question or statement, circle the best answer:

1. **If you can't feel the way your medicine is working, then it must not be helping to keep your brain chemistry in balance.** (pg. 3)
 - a. True
 - b. False

2. **It may take several weeks before you notice how your symptoms have improved.** (pg. 3)
 - a. True
 - b. False

3. **Most people like taking medicine and never miss a dose.** (pg. 4)
 - a. True
 - b. False

4. **If your medicine makes you feel "out of it" you should stop taking it.** (pg. 6)
 - a. True
 - b. False

5. **If your family or friends tell you to stop taking your medicine, the best thing to do is:** (pg. 7)
 - a. Stop taking it until your next appointment with the doctor
 - b. Tell them it's none of their business and to leave you alone
 - c. Tell them you'd like their support and suggest they talk to your doctor
 - d. Cut down on the number of pills you take

6. **Most people don't have any goals or dreams they'd like to reach.** (pg. 8)
 - a. True
 - b. False

7. **Desire, persistence, and being healthy are important for reaching goals.** (pg. 9)
a. True b. False
8. **Taking your medicine doesn't have anything to do with reaching your goals.** (pg. 10)
a. True b. False
9. **Missing doses of medicine can increase your risk of having a relapse.** (pg. 11)
a. True b. False
10. **There's nothing you can do to help yourself remember to take your medicine.** (pg. 11)
a. True b. False
11. **Which is NOT a way to help yourself remember to take your medicine:** (pgs. 11-12)
a. Take it at the same time every day or with another activity you do every day
b. Use a pill container
c. Mark a calendar each day after you've taken your dose
d. Leave the bottle in a drawer where you'll never see it
12. **Using a medicine box or other method to keep track of the doses you've taken is a sign of weakness or stupidity.** (pg. 12)
a. True b. False

13. **You should never ask your doctor about changing your medicine schedule so you can take fewer doses each day.** (pg. 12)
- a. True b. False
14. **When getting your prescription refilled, you are **LIKELY** to miss a dose if you:** (pgs. 14-16)
- a. Wait until you run out and then figure out what to do
- b. Use a pharmacy that has a delivery service and call them about four days ahead
- c. Get your prescriptions filled through a mail-order pharmacy and order refills one to two weeks ahead
- d. Ask a family member or friend to pick up the prescription several days before you need it
15. **If your medicine bottle shows you don't have any refills left, the **BEST** thing to do is:** (pg. 16)
- a. Go to the pharmacy after you run out and ask for a refill
- b. Stop taking it—you took as much as the doctor wanted you to
- c. Wait until your next appointment to see the doctor and ask for a new prescription
- d. Call your doctor, nurse, or other member of your treatment team before you run out of medicine and tell them you need more refills
16. **If you have trouble getting your prescription refilled, the **BEST** thing to do is call someone on your treatment team before you run out.** (pg. 16)
- a. True b. False

17. If you can't afford to buy your medicine, the BEST thing to do is:

(pg. 17)

- a. Stop taking it and be sure you eat right
- b. Discuss the problem with someone on your treatment team
- c. Save up your money for a few weeks and start taking it again when you have enough money to buy it
- d. Cut back on how many pills you take so you won't have to buy it so often

18. If two people are taking the same medicine, they'll have the same side effects. (pg. 18)

- a. True
- b. False

19. If you have trouble with side effects, there's nothing you can do. (pg. 18)

- a. True
- b. False

20. If you plan to drink alcohol or use street drugs with friends, the BEST thing to do is skip your medicine that day. (pg. 20)

- a. True
- b. False

21. Alcohol and street drugs: (pg. 20)

- a. Can upset your brain chemistry, interfere with your medicine, and make your symptoms worse
- b. Are likely to make your medicine work better and help you recover
- c. Don't hurt anything, so go ahead and party
- d. Are great ways to control your symptoms

22. **If you want to start taking megavitamins, the best thing to do is stop taking your medicine while you try them.** (pg. 21)
- a. True
 - b. False
23. **If you've been taking your medicine for a long time and have no symptoms, that means:** (pg. 22)
- a. You're cured
 - b. Your symptoms may return
 - c. You weren't really sick to start with
 - d. Your medicine is keeping your symptoms under control
24. **If you stop taking your medicine, it is unlikely that:** (pg. 22)
- a. You'll discover you're cured and you won't ever need to take medicine again
 - b. Your symptoms may return
 - c. You'll have a relapse
 - d. You'll need to go to the hospital
25. **It's a lot easier to prevent symptoms from returning than it is to start treatment over again.** (pg. 22)
- a. True
 - b. False
26. **If you decide to stop taking your medicine, the best thing to do is stay in touch with your doctor, just in case you need help.** (pg. 23)
- a. True
 - b. False

27. **If you stop taking your medicine and you want to start taking it again, the BEST thing to do is:** (pg. 24)
- Let your doctor believe you've been taking it the whole time
 - Avoid mentioning it to anyone and just start taking it again
 - Call your doctor or nurse and explain that you want to start taking it again
 - Wait several weeks until your next appointment and deal with it then
28. **If you've been taking your medicine for several months and still have symptoms, the BEST thing to do is:** (pg. 25)
- Stop taking the medicine because it isn't working
 - Start taking two extra pills each day
 - Ask your friend if you could try some of her pills
 - Discuss with your doctor what can be done to help manage your symptoms better
29. **If you miss a dose of medicine, the BEST thing to do is:** (pg. 26)
- Take twice as much the next time
 - Ask your doctor or nurse what you should do
 - Forget that dose and take the next dose at the correct time
 - Take the dose as soon as you remember it and take the next dose at the correct time
30. **Not taking your medicine the right way, every day may:** (pg. 27)
- Help you get the best results from your medicine
 - Help you feel better and make it easier to work toward your goals
 - Help you control your symptoms
 - Lead to a relapse and a stay in the hospital

Answer Key

1. b	11. d	21. a
2. a	12. b	22. b
3. b	13. b	23. d
4. b	14. a	24. a
5. c	15. d	25. a
6. b	16. a	26. a
7. a	17. b	27. c
8. b	18. b	28. d
9. a	19. b	29. b
10. b	20. b	30. d

