

Medication Reconciliation: Introduction to the Toolkit

What is Medication Reconciliation?

Medication reconciliation involves reviewing the patient's complete medication regimen at the time of admission, transfer, and discharge and comparing it with the regimen being considered for the new setting of care. Patients often receive new medications or have changes made to their existing medications during care transitions such as when they are admitted to the hospital, transferred from one unit to another during hospitalization, or when discharged from the hospital to home or another facility.¹

New medication regimens prescribed at discharge may unintentionally omit medications, duplicate existing therapies, or include incorrect dosages. These types of inconsistencies place patients at risk for adverse drug events (ADEs). ADEs are among the most common types of adverse events after hospital discharge. Medication reconciliation is a process that can help to avoid such inadvertent discrepancies.¹



Successful Medication Reconciliation

Medication reconciliation centers on the concept of developing a single list of a patient's medications. This list represents "one source of truth" and should be shared with patients and caregivers and used by all healthcare professionals caring for the patient. **A successful medication reconciliation process should:**²

- **Define** clear roles and responsibilities for each stakeholder
- **Standardize** and simplify the medication reconciliation process throughout the organization and address unnecessary redundancies
- **Leverage** electronic health record (EHR) technology and develop effective prompts or reminders to drive consistent medication reconciliation behaviors
- **Include** education for patients and their families or caregivers on medication reconciliation and the important role they play in the process
- **Link** medication reconciliation to other strategic organizational goals or initiatives and ensure process design meets all pertinent local laws or regulatory requirements

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What Is the Medication Reconciliation Toolkit?

The **Medication Reconciliation Toolkit** is a set of resources designed to support a medication reconciliation program. It contains materials for both healthcare professionals and patients. Healthcare professional tools focus on medication reconciliation and supporting patients in taking medications as prescribed. Patient education materials help patients learn about medications and how to take them correctly to enhance effective medication self-management.

Medication Reconciliation Toolkit Components



Medication Reconciliation in Ambulatory Care Settings: Guide for Health Care Professionals

- Provides a medication reconciliation framework that addresses the development of standardized workflows, delineating team roles and responsibilities in the ambulatory care setting



Medication Reconciliation: Communication Tips

- Examines common communication barriers and provides suggestions to enhance interactions between healthcare professionals and patients
- Explains how using active listening and asking the right questions can help healthcare professionals personally connect and ensure patient understanding



My Medicines

- A detailed form designed to help patients maintain an up-to-date list of their medications



My Medicines: Know, Track, and Share the Information (poster)

- A promotional poster designed to help reinforce the importance of keeping an up-to-date medicine list and sharing it with healthcare providers

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Medication Reconciliation Toolkit Components (continued)



My Medicines: Know, Track, and Share Your Information (patient brochure)

- Provides patients and caregivers with an overview of the importance of medication management
- Explains the benefits of learning about prescribed medications, keeping an accurate medication list, and sharing the list with the healthcare team
- Empowers patients to play an active role in managing their medications



What You Need to Know About Disposing of Unused Medicines

- Explains how to dispose of unused medicines properly to avoid harm
- Reviews take-back programs, discusses the FDA flush list, and provides instructions on how to properly dispose of medicines in household trash

References

1. Patient Safety Network, Agency for Healthcare Research and Quality. Medication reconciliation. Updated September 7, 2019. Accessed September 28, 2023. <https://psnet.ahrq.gov/primer/medication-reconciliation>
2. Agency for Healthcare Research and Quality. Medications at transitions and clinical handoffs (MATCH) toolkit for medication reconciliation. Revised August 2012. Accessed September 28, 2023. <https://www.ahrq.gov/sites/default/files/publications/files/match.pdf>