Module 9. The Role of the Pharmacy Technician in Medication Therapy Management Services and the Importance of the Complete Medication Review

EDUCATIONAL OBJECTIVES

Upon completion of this activity, participants will be better able to:

1. Recognize when a complete medication review (CMR) may be useful for a patient;
2. List benefits of medication synchronization;
3. Define key terms used in medication therapy management (MTM) services;
4. Explain advantages of using a CMR as part of MTM services.

Post-Test/Rationale

1. Which of the following patients would benefit most from a complete medication review?
   A. A 23-year-old patient who is only taking 1 medication, which is indicated for high blood pressure
   B. A 62-year-old patient who has been taken off all his medications by his physician
   C. A 44-year-old patient with diabetes who is taking multiple medications ***
   D. A 12-year-old child who is receiving an antibiotic for bronchitis

   Correct answer: C

   Rationale: A patient with a chronic disease who is taking multiple medications would benefit most from a complete medication review. There is an increased chance for medication errors and medication-related problems when patients are taking multiple medications.

2. ACA stands for:
   A. Affordable Care Act ***
   B. Affordable Coalition Action
   C. American Care Act
   D. American Caring Association

   Correct answer: A

   Rationale: The ACA stand for the Affordable Care Act, which was signed into law in 2010 and guarantees access to health care for all Americans.
3. Which of the following is (are) included in the 5 core elements of medication therapy management services?

A. Lower co-pays for prescriptions
B. Personal medication record
C. Documentation and follow-up
D. Both B and C ***

Correct answer: D

Rationale: Lower co-pays are not part of the core elements of medication therapy management (MTM); both a personal medication record and documentation and follow-up are included in the core elements of MTM.

4. Generally, how much time is needed to conduct a complete medication review?

A. 10 minutes
B. 2 weeks
C. 30 to 60 minutes ***
D. 3 days

Correct answer: C

Rationale: A complete medication review generally takes between 30 and 60 minutes to complete.

5. The purpose of the Affordable Care Act is:

A. To guarantee that health care coverage applies to pre-existing conditions
B. To make health care available to everyone
C. To make health care free
D. Both A and B ***

Correct answer: D

Rationale: The primary purpose of the Affordable Care Act is to make health care available to everyone. It also disallows the exclusion of coverage on the basis of pre-existing health conditions. It does not make health care free.
6. Because of provisions in the Affordable Care Act, insurance and health care coverage plans are now paying providers for which of the following services?

A. Medication therapy management services
B. Complete medication reviews
C. Annual physicals
D. All of the above ***

Correct answer: D

Rationale: Because of provisions in the Affordable Care Act, health plans now pay for complete medication reviews, medication therapy management services, and annual wellness visits for members and beneficiaries.

7. According to one study, what percentage of patients is non-adherent with diabetes therapies?

A. 60% ***
B. 10%
C. 90%
D. 5%

Correct answer: A

Rationale: In one study presented in this module, only 40% of patients were adherent to their diabetes therapies, leaving 60% who were not.

8. Which of the following data are needed to conduct a complete medication review?

A. A list of the patient’s health conditions
B. The patient’s current medication list
C. The patient’s co-pay paid at the time of the visit
D. Both A and B ***

Correct answer: D

Rationale: To conduct a complete medication review, a pharmacist would need, among other data, lists of the patient’s health conditions and current medications. A co-pay does not necessarily need to be collected.
9. The purpose of medication synchronization is:
A. To keep patients from sharing medications
B. To have patients refill all their medications at the same time each month to help improve adherence to therapy ***
C. To lower prescription costs
D. To access medications before a patient leaves for a vacation
Correct answer: B
Rationale: Medication synchronization is a process that coordinates all refills to be at the same time each month.

10. How does a complete medication review benefit patients?
A. It provides a comprehensive review of all medications that a patient is taking, including over-the-counter medications and dietary supplements
B. It lowers a patient’s co-pay
C. It increases a patient’s understanding of their medications
D. Both A and C ***
Correct answer: D
Rationale: A complete medication review helps patients understand their medications and how to properly take them. It identifies duplications of therapy, potential drug interactions, and possible adherence issues.