

# SENIOR SERVICES

# RESIDENT ENGAGEMENT MEDICATION SCRIPT

## **Ensure you are talking to the correct resident and acknowledge the chief complaint (i.e. pain).**

“Hi (name of the resident), my name is (nurse) and I will be taking care of you today. I understand you are having significant (type/location) pain, is that correct?”

## **Introduce the medication you will be using for the pain.**

“The medication we will be using to help control your pain is (type of medicine).”

## **Explain how long the medication will take to work and how long it will work.**

“This medication will take about (timeframe) to start working and should help to control your pain for (timeframe).”

## **Explain to the resident how the medication will work (check the Pepid portal or ask your pharmacist). Discuss possible side effects.**

“This medication will help to control your pain by (describe effects). There are possible side effects to this medication, including (describe side effects). We will be monitoring you very closely. Our priority is to control your pain and will continue to check in on how you are feeling. If this medication does not control your pain, we can talk about other alternatives that may help.”

## **Answer all the resident's questions and address any concerns. Thank the resident for their time and ensure they understand the plan.**

“Thank you for your time, I am confident this medication will help to control your pain. Please let me know if you have any additional questions or concerns. I hope you start feeling better soon.”

### **Example:**

Hi Mr. Smith, I understand you are having significant pain in your back, is this correct? The medication we will be using to control your back pain today is called Ketorolac. Ketorolac will take about 30 minutes to start working and should help to control your pain for 4-6 hours. This medication works like Advil and will decrease the inflammation in your back which is likely causing your pain. You should not experience any side effects from this dose. Our priority is to control your pain appropriately and will continue to check in on how you are feeling. If this medication does not control your pain, we can talk about alternatives that may help. Do you have any questions? Thank you for your time, I am confident this medication will help to control your pain. Please let me know if you have any additional questions or concerns. I hope you start feeling better soon.