



National Prescribing Service Limited

Get to know your medicines Information seminars



Presenter's guide Chinese seminars 2008

Introduction

The following guide provides you with important information for your presentation on using medicines safely and wisely to Cantonese- or Mandarin-speaking seniors.

Part 1 provides you with **background information** on the *Get to know your medicines* campaign; the content of the seminars and the resources available for you to use with seminar participants.

Part 2 provides you with information on **using the PowerPoint presentation** and suggests activities and discussion points to assist you in your presentation.

Abbreviations

Adverse medicines event	AME
Culturally and linguistically diverse	CALD
Federation of Ethnic Communities' Councils of Australia	FECCA
Home Medicines Review	HMR
National Prescribing Service	NPS
Quality Use of Medicines	QUM
Return Unwanted Medicines	RUM

DISCLAIMER

The information in these training materials is not medical advice, so talk to your doctor or pharmacist before making any decisions based on this information.

© National Prescribing Service Limited, September 2008.

National Prescribing Service Limited (NPS) is an independent, non-profit organisation for Quality Use of Medicines, funded by the Australian Government Department of Health and Ageing.

Part 1 — Background information

The *Get to know your medicines* campaign

From September to December 2008, the National Prescribing Service (NPS) and the Federation of Ethnic Communities' Councils of Australia (FECCA) are running a communication and education campaign with Chinese- and Italian-speaking seniors (over the age of 50). The overall goal of the campaign is to improve Quality Use of Medicines (QUM) awareness and knowledge among these target groups.

What does QUM mean?

The Quality Use of Medicines means:

- selecting management options wisely
- choosing suitable medicines if a medicine is considered necessary
- using medicines safely and effectively.

The definition of QUM applies equally to decisions about medicine use by individuals and decisions that affect the health of the population.

The term 'medicine' includes prescription medicines, over-the-counter medicines and vitamin and mineral supplements, herbal and natural therapies medicines.

Why is this campaign important?

In Australia, over 10% of people visiting their general practitioner each year will probably experience an adverse medicines event (AME). An AME is when a medicine unintentionally could have harmed or did harm a person. It has been estimated that 140,000 of the adverse medicines events that occur each year are severe enough to warrant hospitalisation. Culturally and linguistically diverse (CALD) Australians are over-represented in these figures.

This campaign aims to share information through community education seminars, radio advertising/interviews, a multilingual website and health information flyers about:

- what is a medicine
- the risks and benefits of medicine use
- how to minimise risks and use medicines safely.

If this campaign works well in 2008, it may be extended in 2009 to include people from other cultural backgrounds such as Greek-, Vietnamese- and Arabic-speaking backgrounds.

Community education seminars

The organisation you are working with has agreed to plan and run community education seminar/s as part of this campaign with Chinese seniors.

What are the aims of the community education seminars?

The aim of the community education seminars is to share important information with Chinese seniors regarding:

- what is a medicine
- the risks and benefits of medicine use
- how to minimise risks and use medicines safely.

What information should the seminars include?

An in-language PowerPoint presentation has been developed to assist you in presenting the seminar/s. The PowerPoint presentation is based on the key messages of the campaign. These are identified below.

It is not compulsory to use this PowerPoint presentation when presenting the seminar, however, it is compulsory to base the seminar content on the key messages below.

Message 1

Medicines don't just come on prescription but also from pharmacies, alternative practitioners, health food shops and supermarkets. Tell your doctor or pharmacist about all the medicines you are using, including prescription medicines, over-the-counter medicines, vitamins, traditional medicines, eye drops and topical medicines such as creams and ointments, including any medicines you have brought with you from overseas.

Message 2

Although medicines can make you feel better and help you get well, it's important to know that all medicines, including prescription, over-the-counter and traditional medicines, have risks as well as benefits.

Message 3

Some of the risks involved with using medicine include:

- Harmful reactions when the medicine is combined with certain foods, beverages, vitamins, and traditional or other medicines — the more of these you combine, the greater the chance of a reaction.
- The medicine not working as expected.
- The medicine causing additional health problems.

Message 4

You can help to reduce the risks of using medicines if you:

- get to know your medicines by asking questions of your doctor or pharmacist
- keep a medicines list and show it to your doctor or pharmacist each time you visit
- always using medicines as directed by your doctor or pharmacist
- store your medicines safely.

These messages have been further broken down to identify secondary messages:

Message 1: Get to know your medicines by asking questions of your doctor or pharmacist

Secondary messages:

- Ask your doctor and pharmacist questions about your medicines; they are trusted sources of medicines information and expect to be asked questions.
- Your pharmacist can talk to you about your medicines as well as your doctor. Your pharmacist can answer your questions privately in the pharmacy or over the telephone.
- You should know certain information about each of your medicines. You should ask your doctor and/or pharmacist the following information, especially when you are being recommended a new medicine for the first time:
 - The name of your medicine, why you are being recommended to take the medicine.
 - How your medicine should work.
 - How and when to take you medicine and for how long.
 - Whether to take it with water, food, or with a special medicine, or at the same time as other medicines.
 - Whether you need regular check-ups or tests.
 - If there are any side effects / what to look out for and what to do if a side effect occurs.
 - If there are any interactions with other medicines / food / beverages, do you need to avoid any of these things while taking your medicine?
 - When you should expect to be feeling better.
 - What you should do if you miss a dose.
 - How to store your medicines.
- Review your medicines at least once a year. Go through your medicine cabinet to get rid of old or expired medicines and also ask your doctor or pharmacist to go over all of the medicines you now take. Don't forget to tell them about all of your medicines, including prescription, over-the-counter medicines, vitamins, dietary supplements, and traditional medicines you take.
- It may help to make a list of questions, or concerns before your visit or call to your doctor or pharmacist. Also, think about having a close friend or relative come to your appointment with you if you are unsure about talking to your doctor or pharmacist or would like someone to help you understand and/or remember answers to your questions.
- If you are concerned about being able to talk to your doctor or pharmacist because you speak a different language to them, you can ask them to utilise interpreter services.

Message 2: Keep a medicines list and show it to your doctor or pharmacist each time you visit

Secondary messages:

- Keep an up-to-date list of all the medicines you are taking, including prescription, over-the-counter, vitamins and traditional medicines, eye drops and topical medicines such as creams and ointments and any medicines that you may have from another country — even include those medicines you only use occasionally. Show this list to your doctor and pharmacist and any other healthcare professional each time you visit them. It is very important that each of them knows all of the medicines you are taking.
- The list should include: the name of the medicine, the doctor who prescribed it, how much and how often to take, instructions on how to take the medicine, what it is taken for and any expected side effects.
- If you need help in writing this list you can ask your pharmacist or doctor.

Message 3: Always use medicines as directed by your doctor or pharmacist

Secondary messages:

- You may have to take a medicine for years or for life, even though you feel well. It could be harmful for you to stop or to change how you take a long-term medicine.
- If you want to stop the medicine or use it differently than recommended, discuss this with your doctor or pharmacist first.
- If you are having problems with your medicines talk with your doctor so that you can deal with it together.
- Do not share your medicines with anyone else — it has been recommended for your personal medical problem and could be harmful to another person.
- When being recommended a new medicine make sure you tell your doctor or pharmacist about:
 - Your medical history — it is helpful to keep a written list of your health conditions.
 - All the other medicines you are taking — show them your medicine list.
 - Any allergies or sensitivities that you may have.
 - Tell your doctor how much coffee, tea, or alcohol you drink each day and whether you smoke. These things may make a difference to the way your medicine works.
 - Anything that could affect your ability to take medicines, such as difficulty swallowing, remembering to take them, if you fast or have specific foods you cannot eat for any reason.

Message 4: Store your medicines safely

Secondary messages:

- It is important that medicines are stored correctly so that they don't lose their effectiveness.
- Unless stated on the label, store medicines in a dry, cool place such as a high cupboard in a room that isn't damp or excessively hot. Don't store medicines on a windowsill, in the glove box of the car or in the bathroom.
- Some medicines must be stored in a fridge — this will be stated on the label. Only keep medicines in the fridge if you are told to. Don't put them in the freezer. Ensure they are stored at the back of the fridge, out of sight of children.
- Never combine different medicines in the same medicine bottle.
- Store all medicines out of reach and sight of children.

What other resources are available to use in the seminar/s?

The following bilingual resources may be ordered by the organisation you are working with to use in the seminar/s. They are mentioned in the PowerPoint presentation and can be ordered for free by the organisation running the seminar/s.



Bilingual Medimate brochures

These brochures help consumers understand and use medicines in partnership with their doctor, pharmacist, nurse and other health professionals. Available in English, Chinese (traditional), Italian as well as Greek and Vietnamese.



Bilingual Medicine Lists and wallet

Medicines List enables consumers to carry a list of medicines wherever they go. The list folds neatly into a clear plastic wallet. Available in English, Chinese (traditional), Chinese (simplified), Italian as well as Greek and Vietnamese.



Bilingual Questions to ask about your medicines

This brochure provides consumers with valuable questions to ask of their doctor or pharmacist to better understand their medicines. The list folds to fit in the medicines list plastic wallet. Available in Chinese (traditional), Chinese (simplified) and Italian.

Evaluating the community education seminar/s

NPS and FECCA would like to evaluate whether the community education seminars were useful to participants and whether it improved their understanding of the key messages of the campaign. We also want to evaluate whether the information and resources provided were useful in organising and presenting the seminar/s and how we can make improvements.

The evaluation process for the community education seminar/s includes:

1. Translated questionnaires for participants

A two-page translated questionnaire which will be given to each participant to fill in before the seminar and afterwards. The reason for this is to assess their knowledge and understanding before the seminar and to see if the seminar had any impact on their understanding. It also collects demographics about the participants.

If participants have low literacy levels or poor eyesight, please refer to the instruction sheet.

2. Interviews with participants

Participants will be asked to volunteer to be involved in a telephone interview in their own language 4–6 weeks after the seminar to discuss the seminar in more detail. The interview will take a maximum of 30 minutes. There will be a gift certificate of \$50 provided to selected participants to thank them for their time.

3. Feedback from organisers

There will be two forms to fill in by the organisers of the seminar/s. The first needs to be completed for each seminar and collects feedback on the seminar, number of participants etc. The second feedback form only needs to be completed once and collects information more generally about working with NPS and the level of support and information and whether we can make any improvements.

4. Interviews with organisers

Organisers of the seminar/s will be asked to volunteer to be involved in telephone interviews to discuss the seminar/s and working with NPS in more detail. There will be a gift certificate of \$50 provided to each selected interviewee to thank them for their time.

Part 2 — Using the PowerPoint presentation

This part of the presenters guide provides notes on running your presentation using the PowerPoint file, including the purpose of the slides, important information to highlight for the participants and ways to encourage participation.



We suggest reviewing the PowerPoint file and this guide before the presentation.

When presenting, it may be helpful to keep the guide with you and refer to it as you go along.

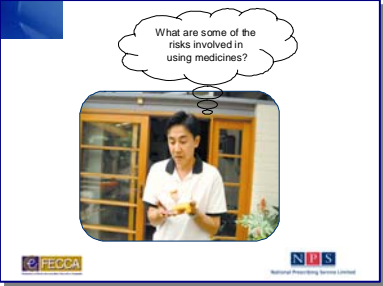


Contents

Slides 1–2: Get to know your medicines information session.....	10
Slides 3–10: Xiao Ju's story	11
Slides 11–12: Medicines have benefits but also risks	12
Slides 13–15: What are the risks?	13
Slide 16: Reducing the risks when using medicines	14
Slides 17–19: Get to know your medicines by asking questions of your doctor or pharmacist	15
Slides 20–22: Keep track of your medicines by keeping a medicines list	16
Slides 23: Always use medicines as directed by your doctor or pharmacist	17
Slides 24: Store your medicines safely	18
Slide 25: Home Medicines Review (HMR).....	18
Slide 26: Returning Unwanted Medicines (RUM).....	20
Slides 27–30: What have we learnt today	21
Slide 31: Questions/discussion	22

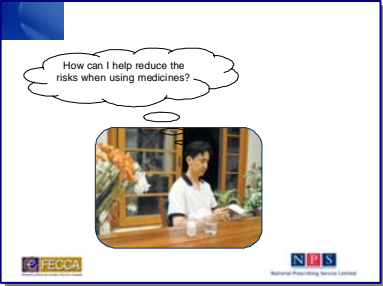
Slides 3–10: Xiao Ju's story

Slides	Speaker notes
<p>Slide 3</p>  <p>Xiao Ju's story</p> <p>In January, Xiao Ju was going to visit her daughter in Dubbo.</p> <p>Before she left she went to her doctor to get another prescription for her medicines.</p> <p>She said she had been feeling a lot better.</p> <p>He asked her to keep taking her medicines, even though she had been feeling better.</p> <p>PECCA NPS</p>	<p>Purpose</p> <p>Xiao Ju's story — why it's important to know your medicines.</p> <p>Slides 3–10</p> <p>As you take your participants through the Xiao Ju's story, please highlight the following key messages:</p> <p>Xiao Ju uses:</p> <ul style="list-style-type: none">• prescription medicine• cream for her back from the pharmacy• anti-inflammatory from the supermarket• herbal medicines from her Chinese herbalist. <p>All of these things are medicines.</p> <p>When you take some medicines together, they can sometimes interact.</p> <p>It is important to tell your doctor and pharmacist about all the medicines you are taking.</p>
<p>Slide 10</p>  <p>Xiao Ju's story</p> <p>Importantly, all of the treatments that Xiao Ju was taking are medicines.</p> <ul style="list-style-type: none">✓ Prescription medicine✓ Cream for her back from the pharmacy✓ Anti-inflammatory from the supermarket✓ Herbal medicines from her Chinese herbalist✓ Aspirin for her headaches. <p>When you take some of these together, they can sometimes interact. This means they can affect each other and make you sick. It is important to tell your doctor and pharmacist about all the medicines you are taking.</p> <p>PECCA NPS</p>	<p>Activity</p> <p>You could ask the participants of the seminar to share a story about themselves, a friend or family member that has experienced an AME (adverse medicines event).</p> <p>Notes</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>



Slides 13–15: What are the risks?

Slides	Speaker notes
<p>Slide 13</p> 	<p>Purpose</p> <p>To inform participants about what the common risks are in taking medicines.</p> <p>Slide 13</p> <p>Activity</p> <p>You could ask participants for some suggestions on what they think the risks are involved when using medicines?</p>
<p>Slide 14</p> 	<p>Slide 14 - 15</p> <p>You can highlight the following key messages:</p> <p>Some of the risks involved with using medicines include:</p> <ul style="list-style-type: none"> • the medicine not working as expected • the medicine is causing additional health problems • harmful reactions when the medicine is combined with certain foods, beverages, vitamins, and traditional or other medicines.
<p>Slide 15</p> 	<p>Notes</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Slide 16: Reducing the risks when using medicines

Slides	Speaker notes
<p>Slide 16</p> 	<p>Purpose</p> <p>To inform participants they can take simple actions to reduce the risks of using medicines.</p> <p>Slide 16</p> <p>Activity</p> <p>You could ask participants if they think they can do anything themselves to reduce the risks of taking medicines.</p> <p>Then tell them they can do some simple things to reduce the risks of having problems when using their medicines. The next few slides give them some easy ways to do this.</p> <p>Notes</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

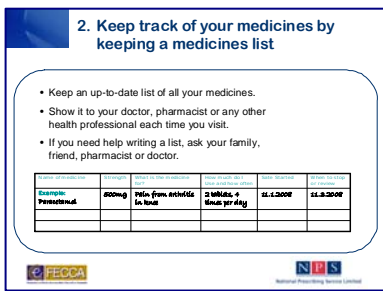
Slides 17–19: Get to know your medicines by asking questions of your doctor or pharmacist

Slides	Speaker notes
<p>Slide 17</p> 	<p>Purpose</p> <p>To inform participants that they should know about all the medicines they are taking. They can do this by asking questions of their doctor or pharmacist.</p> <p>Slide 17</p> <p>While taking participants through this slide, you can highlight the following key messages:</p> <ul style="list-style-type: none"> • It is important to know certain information about your medicines. • You can ask your doctor or pharmacist questions about your medicines. They are both trusted sources of information and expect to be asked questions.
<p>Slide 18</p> 	<p>Slide 18</p> <p>If participants are having troubles asking questions they can:</p> <ul style="list-style-type: none"> • make a list of questions • have a close friend or relative come with them to their appointment. <p>If they are concerned about being able to speak to their pharmacist or doctor, they can ask to utilise interpreter services.</p>
<p>Slide 19</p> 	<p>Slide 19</p> <p>Please hand out the <i>Questions to ask about your medicines</i> resources to each participant. This can assist them by giving them the important questions to ask about their medicines.</p> <p>Activity</p> <p>Run through the questions with the participants and discuss how they might use this list.</p>
	<p>Notes</p> <hr/> <hr/> <hr/> <hr/>

Slides 20–22: Keep track of your medicines by keeping a medicines list

Slides	Speaker notes
--------	---------------

Slide 20



Purpose

To encourage participants to keep a list of information about their medicines to remember the important information they should know.

Slide 20

While taking participants through this slide, you can highlight the following key messages:

- There is important information that you should know about your medicines.
- You should keep a list to remember this and so you can tell your doctor and pharmacist about all the medicines you take.

Slide 21



Slide 21

Remind participants that medicines include:

- prescription medicines
- vitamins
- over-the-counter medicines
- eye drops
- medicines brought with you from overseas
- topical medicines, such as creams
- traditional medicines.

Slide 22



Slide 22

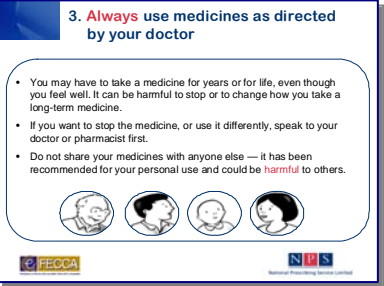

Please hand out the *Medicines List* resources to each participant. This can be used to record important information about medicines.

Activity


Run through the resource with the participants and discuss how they might use the Medicines List

Notes

Slide 23: Always use medicines as directed by your doctor or pharmacist

Slides	Speaker notes
<p>Slide 23</p>  <p>3. Always use medicines as directed by your doctor</p> <ul style="list-style-type: none">You may have to take a medicine for years or for life, even though you feel well. It can be harmful to stop or to change how you take a long-term medicine.If you want to stop the medicine, or use it differently, speak to your doctor or pharmacist first.Do not share your medicines with anyone else — it has been recommended for your personal use and could be harmful to others. 	<p>Purpose</p> <p>To encourage participants to use medicines as directed by their doctor or pharmacist.</p> <p>Slide 23</p> <p>While taking participants through this slide, you can highlight the following key messages:</p> <ul style="list-style-type: none">You may have to take a medicine for years or for life, even though you feel well.If you are having problems with your medicines talk with your doctor so that you can deal with it together.Don't stop or change how you take your medicine without talking to your doctor or pharmacist.Do not share your medicines with anyone else — they have been recommended for your personal medical problem and could be harmful to another person. <p>Activity</p> <p>You can ask participants if they know what 'take as directed' means. Then have a discussion about what this means.</p> <p>Notes</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

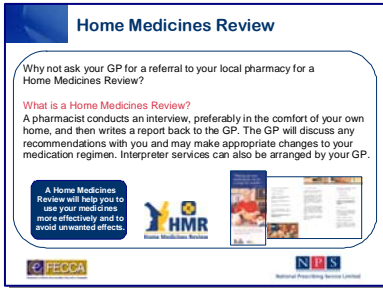
Slide 24: Store your medicines safely

Slides	Speaker notes
<p>Slide 24</p>  <p>4. Store your medicines safely</p> <p>Never combine your medicines in the same bottle.</p> <p>Unless stated on the label, store medicines in a dry, cool place such as a high cupboard in a room that isn't damp or excessively hot.</p> <p>Don't store medicines on a windowsill, in the glove box of the car or in the bathroom.</p> <p>Go through your medicine cabinet to get rid of old or expired medicines.</p> <p>PECOA</p> <p>NPS</p>	<p>Purpose</p> <p>To encourage participants to store medicines safely and provide examples on how to do this.</p> <p>Slide 24</p> <p>While taking participants through this slide, you can highlight the following key messages:</p> <ul style="list-style-type: none">• store your medicines safely• never combine your medicines in the same bottle• unless stated on the label, store medicines in a dry, cool place such as a high cupboard in a room that isn't damp or excessively hot• don't store medicines on a windowsill, in the glove box of the car or in the bathroom• go through your medicine cabinet to get rid of old or expired medicines. <p>Notes</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Slide 25: Home Medicines Review (HMR)

Slides **Speaker notes**

Slide 25



Purpose

To promote the Home Medicines Review (HMR) program to participants.

Slide 25

You can provide participants with the following information.

To assist you in managing your medicines, you can ask your general practitioner (GP) for a referral for a Home Medicines Review.

If your GP thinks you would benefit from a review, your GP then refers you to the pharmacist of your choice and gives them your medical details. An appointment will be made for a pharmacist to see you, usually in your home.

The pharmacist who visits you will look at all your medicines. The pharmacist will talk to you about how you take them and any difficulties or uncertainties that you may have.

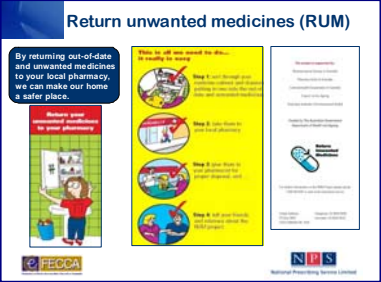
The pharmacist will talk to your GP about the results of the home visit and the GP will then talk to you about any changes that might be needed.

A Home Medicines Review is nothing to worry about. The Home Medicines Review is not a way of 'checking up on you' or talking to the GP behind your back. A Home Medicines Review cannot be done without your consent and you choose the pharmacist. And it's all part of your normal consultation fee.


You can ask your GP or pharmacist to assist with arranging an interpreter if needed.

Notes

Slide 26: Returning Unwanted Medicines (RUM)

Slides	Speaker notes
<p>Slide 26</p>  <p>The poster is titled 'Return unwanted medicines (RUM)'. It features a blue header with the title. Below the header, there are three main sections: 1. A blue box with white text stating 'By returning out-of-date and unwanted medicines to your local pharmacy, we can make our home a safer place.' 2. A yellow box with four circular icons and text: 'What to do: 1. Check expiry dates on all your medicines and separate all expired medicines into a container for return. 2. Check that you actually need all the medicines — separate those medicines no longer needed into the container for return. 3. Take the container to your local pharmacy for discussion or disposal.' 3. A white box with a list of 'What to do: 1. Check expiry dates on all your medicines and separate all expired medicines into a container for return. 2. Check that you actually need all the medicines — separate those medicines no longer needed into the container for return. 3. Take the container to your local pharmacy for discussion or disposal.' The poster also includes logos for FECCA and NPS at the bottom.</p>	<p>Purpose</p> <p>To promote the safe disposal of unwanted medicines to participants.</p> <p>Slide 26</p> <p>By returning out-of-date and unwanted medicines to your local pharmacy, you can make your home a safer place.</p> <p>For carers</p> <ol style="list-style-type: none">1. Go to the patient's medicines' area.2. Check expiry dates on all the medicines and separate all expired medicines into a container for return.3. Check that the patient actually needs all the medicines. If there is any doubt ensure all medications are checked by a pharmacist or medical practitioner. (This is most important as medicines may have been changed and replaced by other medicines).4. Place medicines no longer needed in the return container.5. Take the container to your local pharmacy for discussion or disposal. <p>At home</p> <ol style="list-style-type: none">6. Go to your home medicines' area.7. Check expiry dates on all your medicines and separate all expired medicines into a container for return.8. Check that you actually need all the medicines — separate those medicines no longer needed into the container for return.9. Take the container to your local pharmacy for disposal. <p>By returning unwanted medicines to your pharmacy, we can make your home a safer place.</p> <p>Notes</p> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/> <hr/>

Slide 31: Questions/discussion

Slides	Speaker notes
<p>Slide 31</p> 	<p>Purpose</p> <p>To give participants the opportunity to ask any more questions.</p> <p>Evaluation activity</p> <p>Please ask participants to fill in another short survey so that we can see what information they have learnt from the seminar. Surveys are available in traditional and simplified Chinese.</p> <p>The survey asks if any participants would like to volunteer to take part in a telephone interview.</p> <p>Please ask the seminar organiser if they would like to you remind participants of this or not.</p> <p>The participants will be contacted by telephone 4–6 weeks after the seminar to discuss what they learned and the ways to improve the seminar.</p> <p>The interview will take a maximum of 30 minutes and there will be a gift certificate of \$50 provided to each selected participant.</p>