Telephone Call, Letter or Fax Talking Points for Pharmacist Communication With Physicians or Other Health Care Providers

[Name]
[Address]
[Address 2]  
[Date]

• Introduce yourself and the name of the pharmacy that you are calling from.

• Our pharmacy has a Falls Prevention Program, based on the Centers for Disease Control and Prevention’s STEADI Tool Kit. STEADI stands for Stopping Elderly Accidents, Deaths and Injuries and it was developed by the CDC’s National Center for Injury Prevention and Control.

• Using the CDC’s STEADI tool kit, we can identify patients at low, moderate and high risk for a fall; identify modifiable risk factors; and offer effective interventions for prevention.

• Your patient, [Name of Patient], requested that I contact you to discuss the recommendations that came out of our falls risk assessment, which are for your consideration.

• Based on the falls risk assessment I conducted, there are some findings and falls prevention recommendations that I want to share with you for your consideration.

  - Finding #1 and related recommendation
  - Finding #2 and related recommendation
  - Finding #3 and related recommendation
  - Other findings and recommendations (if needed)

• Next steps (describe next steps and specific follow-up activities related to the findings and recommendations described above).

• Please do not hesitate to contact me if you have any questions about the information I have shared with you today. I can be reached at (XXX) XXX-XXXX.

• I look forward to collaborating with to prevent falls among older adults in our community.

Sincerely,

[Signature]
[Printed Name]
Telephone Call Talking Points or Written Communication Outline  
For Family Representative/Caregiver

[Name]  
[Address]  
[Address 2]  

[Date]  

• Introduce yourself and indicate the name of the pharmacy that you are calling from.  

• Our pharmacy has a Falls Prevention Program, based on the Centers for Disease Control and Prevention’s STEADI Tool Kit. STEADI stands for Stopping Elderly Accidents, Deaths and Injuries. It was developed by the CDC’s National Center for Injury Prevention and Control.  

• Using the CDC’s STEADI Tool Kit, we can identify people at low, moderate and high risk for a fall; identify factors that can increase the risk of falling, such as certain medications; and offer effective interventions for prevention.  

• Your family member, [Name of Family Member], requested that I give you a call to discuss the recommendations that came out of our Falls Risk Assessment. I (will be communicating/have communicated) with the patient’s primary care physician, as well.  

• Based on the falls risk assessment I conducted, there are some findings and recommendations to decrease [Name of Family Member] falls risk that I want to share with you. As I mentioned, these findings and recommendations (will/have been) shared with [Name of Family Member] physician.  

  o Finding #1 and related recommendation  
  o Finding #2 and related recommendation  
  o Finding #3 and related recommendation  
  o Other findings and recommendations (if needed).  

• Next steps (describe next steps and specific follow-up activities related to the findings and recommendations described above).  

• Please do not hesitate to contact me if you have any questions about the information I just shared with you. I can be reached at (XXX) XXX-XXXX.

Sincerely,  

[Signature]  
[Printed Name]  

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