

# Osteoporosis Generic Care Plan: Guidance for MCR

CARE ISSUE	DESIRED OUTCOME	ACTION	ACTION BY	RESPONSE
Compliance (Looking at repeats, patients condition, confusion about meds, patient admits doesn't take, lack of understanding, side effects, etc).	Patient takes/uses medication as instructed.	Discussion with patient to identify issues in following treatment plan.	Pharmacist	Patient has a better understanding of how and why to take/use medications, and patient able to explain what the different medicines do.
	Patient understands why they need to take medication.	Advise on how different therapies work, benefits of taking them and the need for compliance.		Patient understands the benefits of medication and risks of not taking it regularly.
	Compliance with medication improved.	When to take, how to take, what to do if missed doses, etc.		Patient understands use of medication.
Side effects of medication.	Able to minimise side effects appropriately.	Explain side effects of medication and review with GP if resulting in non-compliance.	Pharmacist GP	Review of medication if s/e is intolerable.
Patient does not understand medication and what they are used for.	Patient understands the need for different medication and what they do.	Discuss drugs with patient to help them understand about the different medications.	Pharmacist	Patient is able to understand need for medication and rationale for drug regime – achieves concordance.
	Patient understands long term need for medication.			
Patient does not take bisphosphonate correctly.	Patient able to take medication correctly and reduces side effects.	Discuss the do's and don'ts of taking this medication	Pharmacist	Patient takes the medication appropriately on an empty stomach, preferably first thing in the morning, large glass of water, not lying down and not to have anything to eat or drink for 30mins to 1 hour after taking.
		Discuss option of Omeprazole/Lansoprazole to reduce heartburn and GI side effects.		GP considers use of Omeprazole/Lansoprazole if appropriate.

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Patient not taking Calcium/Vitamin D tablets correctly.	Patient able to take medication correctly.	Discuss the do's and don'ts of taking this medication.	Pharmacist	Patient takes Calcium/Vitamin D tablets at least 4 hours after bisphosphonate
Patient at risk of falls.	Risk is reduced or minimised.	Discuss possible risk with patient and/or carer to reduce or remove possible hazards.	Pharmacist	Risk is reduced if patient and carer aware of steps to avoid falling.
		Educate patient and/or carer on reducing risk of falling within home Onward referral to CFPP.	Pharmacist/ staff/Patient/ Carer With patient consent.	
Patient is inactive.	Patient able to participate in some form of gentle exercise.	Discuss possibility of patient participating in gentle exercise.	Pharmacist Patient	Patient takes part in some form of exercise.
Patient smokes.	Smoking stopped.	Reinforce how smoking affects the chest and heart. Brief interventions to motivate patient to reduce or stop smoking.	Pharmacist Patient	Patient agrees to quit attempt and understands why so more motivated to succeed.
		Offer smoking cessation service in pharmacy or local smoking cessation support groups Quit Your Way.		
No flu immunisation. (On inhaled steroids, meet age or other criteria).	Patient gets annual flu immunisation.	Promote advice.	Pharmacist Patient	Patient agrees to contact surgery or pharmacy to get the annual flu vaccination.