

# Motivational Interview Guide for patients experiencing Medication Adherence Issues

**HELPING YOU HAVE HEALTHIER  
CONVERSATIONS WITH YOUR PATIENTS**

**NEXT →**



## HOW TO USE

---

The next slide introduces four steps in conducting motivational interviewing. Throughout this module, the four steps are colour coded and should be read in sequence.

Within each step there are three important features which aim to enable you to execute each step. They are;  
the specific skills that the pharmacist has to apply,  
the instruction on how to do it, and  
examples of questions or statements per specific step.

To navigate this module, you can click on a step that enables the right conversation with your patient. Then, the accompanying skills, how to do the step and the examples will then appear when you click next. Return home for the complete list of steps.

NEXT →

STEP 1  
**EXPRESS EMPATHY**

STEP 2  
**DEVELOP DISCREPANCY**

STEP 3  
**ROLL WITH RESISTANCE**

STEP 4  
**SUPPORT SELF-EFFICACY**

**NEXT →**



# STEP 1

# EXPRESS EMPATHY

## EXAMPLES OF QUESTIONS OR STATEMENTS

How do you get on with your medicines?

How's your medication intake?

How are you doing with your medicines?

NEXT →



# STEP 1

# EXPRESS EMPATHY

## HOW TO DO IT

Ask questions not answerable by 'yes' or 'no' or phrases to initiate conversation and to develop focus.

NEXT →



# STEP 1

# EXPRESS EMPATHY

## SPECIFIC SKILLS

Expression of empathy through active listening to the patient and conveying an understanding of the patient's perspective

NEXT →



# STEP 2

# DEVELOP DISCREPANCY

## EXAMPLE QUESTION

Would you like to share on how you manage taking your medicines on a regular basis?

NEXT →



# STEP 2

# DEVELOP DISCREPANCY

## HOW TO DO IT

Depending on the patient's response to Step 1, the pharmacist should elicit from the patient whether there are issues with his/her medication intake

NEXT →





# STEP 2

# DEVELOP DISCREPANCY

## SPECIFIC SKILLS NEEDED

Reflective listening is when a pharmacist makes a statement that is a guess of what the patient had said

NEXT →



# STEP 3

# ROLL WITH RESISTANCE

## EXAMPLE QUESTION

So, you are having trouble taking your medicines at daytime since you are quite busy. Would you know if there is a better schedule when to take it?

NEXT →



# STEP 3

# ROLL WITH RESISTANCE

## HOW TO DO IT

Putting together periodically what the patient has said and provide some direction for the next part of the conversation

NEXT →



# STEP 3

# ROLL WITH RESISTANCE

## SPECIFIC SKILLS NEEDED

Summarizing is when patient's statements are tied together and communicate that the pharmacist is listening

NEXT →



# STEP 4

# SUPPORT SELF-EFFICACY

## EXAMPLE QUESTIONS OR STATEMENTS

As you said, you were able to take the tablet when taken at night time.  
In that case, you can take it regularly at night and not miss doses.  
That's a great idea.

How do you foresee your success in this?  
This situation seems to be difficult but you are handling it well.

NEXT →



# STEP 4

# SUPPORT SELF-EFFICACY

## HOW TO DO IT

Increase the patient's morale by referring to his/her strength, motivations, intentions, progress and past successes

Let the patient voice personal concerns and intentions as a result of their conversation with you. It is better for the patient to persuade themselves to change rather than other people

NEXT →



# STEP 4

# SUPPORT SELF-EFFICACY

## SPECIFIC SKILLS

Affirmations are direct compliments  
or appreciative statements

Elicit self-motivational statements from  
the patient how they see positive change

NEXT →



Market Authorization Holder:  
ViatriS Sdn. Bhd.  
Reg. No: 201801018158 (1280174-H)  
15-03 & 15-04, Level 15, Imazium,  
No. 8, Jalan SS 21/37, Damansara Uptown,  
47400 Petaling Jaya, Selangor, Malaysia  
Tel: 603-7733 8005

© 2023 ViatriS Inc. All Rights Reserved.  
NON-2023-1154-10FEB2023