

Enrolling patients

Taking ideas from the program Dialogue Guide, using their own conversational style and a reminder system are three ways pharmacists are successfully approaching patients to enrol in Mirixa Australia™ programs.

Dialogue Guide

Each Mirixa Australia program's Dialogue Guide has a section named 'Patient Consent and Enrolment'. This suggested text guides "what to say" when approaching a patient about enrolment. Many pharmacists use this document to develop a style of their own.

Your own style

Robotically reading from the Dialogue Guide can seem unnatural to patients. Pharmacists who use their own style when enrolling patients often have more success. Usually the approach used follows the Dialogue Guide, but in the pharmacist's own way.

Role-playing "what to say" and "how to say it" with other staff can help develop confidence and lead to smoother delivery. The key information points to convey to a patient are found in the program Protocol.

Reminder system

Often pharmacists forget to ask about enrolment when a patient returns to pick up their prescription. Interestingly, an old pharmacy trick has been helping avoid these missed opportunities. By placing a Mirixa Australia Consumer Brochure or Mirixa Australia enrolment reminder card with the patient's waiting prescription and medication, all staff are reminded that the patient qualifies for a program and needs to be approached about enrolling.



Good Practice:

- Read the program Dialogue Guide
- Develop your own style of approach and practise this through role-playing
- Place a consumer brochure or reminder card with the prescription of qualified patients