

From: Lauren Walker lwalker@inflexxion.com
Subject: FW: Difficult conversations-unscheduled visits and requests for more medication
Date: January 23, 2013 at 6:49 PM
To: lauren.walker@comcast.net

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From: PainEDU.org [<mailto:info@painedu.ccsend.com>] **On Behalf Of** PainEdu Newsletter
Sent: Wednesday, January 23, 2013 2:05 PM
To: Lauren Walker
Subject: Difficult conversations-unscheduled visits and requests for more medication

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PainEDU.org Newsletter

IMPROVING PAIN TREATMENT THROUGH EDUCATION

VOLUME 107, NUMBER 3

PainEDU is an educational resource for clinicians who treat patients with chronic pain.

Seeking chronic pain patients for a study on making opioid medication safer

Inflexxion, Inc., the company that produces and maintains PainEDU.org, is investigating ways to promote the safe use, storage, and disposal of pain medication to reduce the risks of diversion and overdose. We are looking for adults who have chronic pain and have been taking opioids for 3 months or longer. Participants will earn up to \$60 for completing the study requirements. **Please post this flyer** in your waiting room, and encourage your eligible patients to participate. If you have questions, please contact research coordinator [Kim McHugh](#).

This week's features:

Difficult conversations: Urgent calls and unscheduled visits

Patients who take opioids for chronic pain may occasionally need unscheduled care, and it's important to maintain the same safeguards that you'd apply at a regularly planned appointment. Unplanned visits are not the time to increase a patient's opioid dosage, and repeated unscheduled visits represent a negative pattern that should be addressed directly. The best way to make sure that chronic pain patients get the care they need is to make your policy on urgent calls and unscheduled visits an explicit part of your pain treatment agreement. Tell patients in advance how your practice handles emergencies, so they'll know what to expect. **In this article**, Ilene Robeck, M.D., discusses tips for effectively communicating this information to your patients.

Difficult conversations: Early requests for medication refill

Even if you make "no early refills" a part of your pain treatment agreement with patients, it's likely that you'll still get these requests. An early refill request is an opportunity to investigate the patient's situation. The request could mean that the patient's pain is insufficiently controlled, that the patient is suffering cognitive impairment and needs help keeping track of doses, or that the patient is sharing or diverting medication. **In this article**, Dr. Robeck discusses how to assess the "why" behind an early refill, and how to respond.

painACTION.com: A resource for patients with pain

Developed with grant support from the NIH, [painACTION](#) is a website for patients that provides information about self-managing chronic pain. Patients can subscribe to a weekly painACTION

newsletter that highlights articles, lessons, and tools from the painACTION website. Your PainEDU newsletter includes an update on what's in the patient newsletter, and offers ideas on how to use the painACTION materials with your patients.

What painACTION subscribers are reading

Patients with chronic pain do better if they can bounce back from bad experiences. [This article](#) explains the concept of resiliency and encourages patients to increase their resilience through physical, mental, emotional, social, and spiritual "workouts".

Many times, patients rely on a member of the opposite sex for emotional support. However, men and women may communicate about emotions in very different ways. [This article](#) discusses how patients can bridge the gap between the sexes and develop closer ties by offering and requesting the right kinds of support.

New to PainEDU?

Welcome to new subscribers! On PainEDU.org, you'll find information and resources tailored to the needs of front-line clinicians who treat patients with chronic pain. Each week in the PainEDU.org Newsletter, we highlight new and topical articles, interviews, and tools from the [PainEDU website](#), and related patient-education materials from [painACTION](#).

How can PainEDU help you in 2013?

What would you like to see on PainEDU in the coming year? [Let us know your thoughts](#) on what information you need to help you treat your patients with chronic pain.

painACTION ACTIONSteps: 12 medication safety resources for your patients

ACTIONSteps are concise, single-sheet handouts designed to help you teach your patients about managing their medications safely; the handouts can help facilitate communication on these topics.

Each of these printable patient-education sheets covers an aspect of medication safety. In *Facts about opioid medications*, we review some basic information about opioids-what they are, forms they take, safety precautions, and possible adverse effects.

Download [ACTIONStep #3: Facts about opioid medications](#) or, click to [download the entire set of 12 ACTIONSteps](#).

News and Resources

Remember to [check this page on our website](#) to find the latest pain news, as well as links to other resources.

What clinicians are saying about us:

"I frequently pass along the PainEDU.org Manual and other written resources from PainEDU to our primary care clinicians - they are a valuable tool. I develop materials in pain management for our system's frontline clinicians and will refer them to PainEDU.org as a resource. Thank you, also, for your attention to 'customer service'."

Cheryl Lockhart RN BA
Registered Nurse | Health System Quality Improvement Adviser

To Visit the PainEDU website, go to <http://www.painedu.org>

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