

Patients benefit when provided with support, education, and information

- when a medication is newly prescribed
- focused on the patients' treatment
- about the benefits of adherence to their particular medication(s)
- about potential side effects or adverse effects and how to manage them
- to assist the patient to weigh up the benefit and harm of medication
- tailored to the individual preferences or needs of the patient

Healthcare professionals should receive education and training about

- patient-centred care
- identifying and assessing medication non-adherence
- ways of addressing medication non-adherence when it is identified

so that they can:

- adopt a non-judgmental approach
- identify medication non-adherence
- provide patients with ongoing feedback and support with medication-taking
- support patients with concerns about, or experience of, side effects of medication
- make sufficient time for the patient, for instance through more frequent, timely contact

Together, healthcare professionals and patients should

- discuss the patients' preferences for treatment
- ensure a partnership approach in decision making and treatment
- discuss the patients' health-and medication-related beliefs
- build the patients' trust in the healthcare professional

Regarding medicines

- simplify the patients' medication regimen as appropriate (e.g., less frequent, modified formulation and/or dosage, tailored to individual need)
- stop medication(s) that the patient no longer needs or wants

Healthcare providers should

- promote a team approach, sharing information to deliver consistent adherence support
- prioritise medication adherence support in service, organisation, and systems design

Governments/healthcare payers should

- increase public awareness of medication adherence for all citizens
- develop and implement evidence-based interventions for medication adherence
- provide training and guidance for all healthcare providers so they can deliver effective adherence interventions
- invest in research to identify effective interventions demonstrating value for money