



# Starting the Conversation About Naloxone

Scenario: Patient picking up a prescription for an opioid medication such as Percocet or Norco	
New Prescription	Chronic Use
<b>Technician:</b> I see that this is a new prescription for you, the pharmacist will be over in just a moment to talk to you about your prescription. Are you familiar with naloxone?	<b>Technician:</b> I see that you have been taking this prescription for some time. I know you may not have any new questions about this for the pharmacist, but are you familiar with naloxone?
<b>Patient:</b> No, I've never heard of it.	
<b>Technician:</b> Naloxone is a medication that can be used in case of a serious side effect to your new medication. It is a similar concept to having an Epipen® in case of an allergic reaction. If you are interested, I can provide you with some information to look at while you wait for the pharmacist and she will be happy to go through all the details and answer any questions you might have. If you are interested, it won't require a visit to your doctor, we will be able to initiate everything here and process it through your insurance so you can take it home with you today.	
<b>Patient:</b> Sure, I will look at the information and talk to the pharmacist. Thank you for letting me know about it.	
Scenario: Parent requesting naloxone for their child who uses heroin and/or prescription opioids.	
<b>Patient:</b> I heard that you can buy naloxone at any pharmacy, and I'm concerned about my son possibly overdosing.	
<b>Technician:</b> Absolutely, the pharmacist will go over details with you, but I can get the process started. Are you interested in me trying to run a prescription under your insurance, or do you want to just buy the product?	
+/- We have several products available. Do you have a preference for a nasal spray or injectable product?	
Additional approaches to consider	
<ul style="list-style-type: none"> <li>✓ Can we talk for a moment about the medicines that you are taking to help manage your pain?</li> <li>✓ Has anyone talked to you about which medicines you should avoid while taking an opioid?</li> <li>✓ Can I talk to you more today about how to stay safe while taking opioid pain medicines?</li> <li>✓ Would it be okay if I talk to you about some resources available for substance use disorders?</li> <li>✓ Can we talk for just a moment about how to prevent an overdose from a pain medicine [or heroin]?</li> </ul>	



## DO:

- ✓ Be understanding and courteous if the patient asks you for naloxone.
- ✓ Offer naloxone to patients with new or continuous prescriptions for opioids.
- ✓ Include literature about naloxone in the bag when you sell someone syringes over-the-counter.
- ✓ Talk to the patient in a quiet place away from other patients/customers.
- ✓ Remind the patient to check the naloxone's expiration date (if they already have naloxone).

## DON'T:

- ✗ Judge the person requesting naloxone. It took a lot of courage for them to approach you.
- ✗ Discourage the patient by telling them it is a long process or involves a lot of paperwork.
- ✗ Be afraid to start the conversation yourself.
- ✗ Be discouraged if you offer someone naloxone and they aren't interested. Learn from the encounter, and use it to improve your approach next time.
- ✗ Talk to the patient loudly in front of other patients/customers.
- ✗ Use the word "overdose" when talking to a patient that is using prescription opioids. Instead, consider saying "opioid poisoning" or "opioid-induced slowed breathing."



Missouri Opioid State  
Targeted Response

