MANAGING PATIENT RELUCTANCE (Getting To “Yes”)

Assess source of reluctance

- Validate concerns
- Assess problems with previous stop smoking efforts
  - What worked
  - What didn’t work
- Brainstorm with patient to show solutions are possible
- Provide reassurance that treatment will help patient stop tobacco use without “the pain” of withdrawal symptoms
- Use non-judgmental, medically-oriented language

Reframe goals

- Identify viable intermediate steps
- Re-emphasize the necessity of and capability of appropriate medical treatment to eliminate withdrawal
- Consider a trial period of continued smoking during Controller Medication initiation.

Willing to accept Rx?

Yes

Algorithm: 2.5 Assessment Specifics

- Enter “Tobacco Dependence” on patient’s problem list
- Restate your goal of providing effective tobacco-dependence treatment and suppressing nicotine withdrawal symptoms
- Restate the patient-specific medical relevance of stopping
- Have the patient determine the worst consequence of stopping smoking and offer a commitment to address/overcome this obstacle
- Set a follow-up appointment to discuss reluctance, goals and treatment options in near future

No