



SimPRENA

## Unit 12 - Developing Communication Strategies to Address Non-Compliance

When non-compliance occurs, it is important to approach the situation with empathy, open communication and problem-solving techniques. Here are some strategies to help address medication non-compliance:

**1**

### Build trust and rapport

Establishing a strong relationship with the patient is crucial. Patients are more likely to follow recommendations when they feel heard, understood and respected.

**2**

### Open dialogue

Ask patients about their concerns and listen actively. Questions like, "How do you feel about the medication you're taking?" or "Have you experienced any difficulties with your medication regimen?" can open the door for honest conversation.

**3**

### Provide education

Sometimes non-compliance stems from a lack of understanding. Explaining the importance of the medication and how it helps manage their condition can motivate patients to adhere to the treatment plan. Explain the dangers of not taking medication.

**4**

### Address side effects

If side effects are a concern, discuss potential alternatives or ways to manage those effects, such as taking medications with food or at different times of the day.



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