



Avoidable Antibiotic Use in Acute Bronchitis

Frequently Asked Questions

1. What harm is caused by prescribing patients antibiotics even if they don't need them?

Antimicrobial drug resistance can result from inappropriate use of these medications and place patients at risk for an adverse reaction.

2. What are some best practices for Avoidable Antibiotic Use in Acute Bronchitis (AAB)?

- * **Set appropriate expectations:** Instruct members on the expected duration of symptoms and specific directions to achieve symptomatic relief.
- * **Educate members:** Educate members about the risks of inappropriate antibiotic use.
- * **Utilize educational material:** The Alliance offers free educational material (e.g. tip sheets, prescription pads and posters) that are available to providers and members.
- * **Utilize the Provider Portal:** The Provider Portal generates reports on compliance.
- * **Code accurately:** Accurate coding will ensure correct diagnosis is reflected. Please refer to the HEDIS code set on the Alliance's HEDIS website for more information: <http://www.ccah-alliance.org/hedis.html>.

3. Can provider offices receive prescription pads or display posters from the Alliance?

Yes. Please contact your Provider Relations Representative to receive prescription pads or display posters. You may also find additional free resources on the CDC website: <https://www.cdc.gov/antibiotic-use/community/for-hcp/outpatient-hcp/index.html>.

4. Is the Alliance Nurse Advice Line (NAL) able to assist with educating of the members when they call?

Yes. The Nurse Advice Line (NAL) connects members to a Registered Nurse for a one-on-one conversation to discuss health problems. The Alliance encourages members to call their doctor first for an appointment. If there is not an appointment available, members should call the NAL to help direct them on the best course of care (e.g. schedule next available appointment with their PCP, continue care at home, or go to the ED). The Nurse Advice Line is a free and easy service for Alliance members to use, and is available 24 hours a day, 7 days a week, 365 days a

Research has shown that patients who call the NAL are less likely to go to the ED. The Nurse Advice Line number is: 1 (844) 971-8907. The Alliance has NAL resources available in the form of business cards, post cards, and magnets. Please contact your Provider Services Representative for materials at (800) 700-3874, ext. 5504.