

GLP-1 OTC companion conversation starters

Pharmacy conversation guide for patient support and OTC recommendations

Overview

GLP 1 medications are transforming diabetes and weight management care but side effects can impact patient comfort and adherence.

Independent pharmacies play a vital role in supporting these patients by:

- Proactively setting expectations
- Helping manage side effects
- Recommending relevant OTC options
- Reinforcing adherence and outcomes

These conversations also create opportunities to build trust, strengthen pharmacist-led care, and drive front-end growth.

Simple conversation flow for staff

Use this 3-step model at any touchpoint (first fill, refill, dosage increase, checkout, delivery call):

1. **Ask:** "How are you feeling on your GLP 1 so far?"
2. **Identify:** "Have you noticed any side effects or changes?"
3. **Recommend:** "Would it help if I shared a few options that have worked for other patients and that may make you more comfortable?"

Conversation guide

Use at dispense, refill, dosage increase, checkout, or during delivery calls.

New prescription

Opening

- "I see you're starting a GLP 1 medication – how familiar are you with what to expect with the side effects of the medication?"
- "Have you taken a medication like this before?"
- "What are your goals with taking a GLP-1?"

Set expectations

- "Many patients do really well on these medications, but some experience mild side effects at first, especially as your body adjusts."
- "The most common side effects are nausea, stomach discomfort, constipation, or reduced appetite."

Conversation prompts

- "What are your goals with taking GLP-1s?"
- "What else are you currently taking – prescriptions, vitamins, or supplements?"
- "Has your doctor recommended anything to help with side effects?"

OTC recommendations

- "Would it help if I showed you a few options that other patients find useful when starting?"
- "We've put together a small section of products that can help with hydration, digestion, and nutrient support."

Suggested categories to recommend

(Adapt based on pharmacy inventory)

Patients should check with their doctor before starting any supplement.

- Hydration support (electrolytes)
- Digestive support (anti-nausea, fiber, magnesium, gentle laxatives)
- Nutritional support (multivitamin, B12, vitamin D, omega-3)



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Close

- "Let's check in after you've been on it for a bit – we can always adjust what you're using based on how you're feeling."

Dosage increase

Opening

- "I see your dose has been increased – how are you feeling so far with the change?"
- "Sometimes when the dose goes up, people notice side effects again. Have you experienced anything new?"
- "The good news is that many of these effects can be managed."
- "It looks like you have increased your dosage on the medication, sometimes with the dosage increase, side effects can become more noticeable; to get in front of it, would you like us to recommend some support products?"

Additional questions

- “Tell me more about what you’re experiencing.”
- “When did that start?”
- “What have you tried so far to manage it?”

OTC recommendations

Patients should check with their doctor before starting any supplement.

- “Would you like to look at a few options that can help with that?”
- “Other patients at this stage often find relief with a few simple additions.”

Tailored recommendations by symptom

Have staff connect symptoms to solutions:

- **Nausea:** anti-nausea remedies, magnesium, ginger products
- **Constipation:** fiber supplements, stool softeners
- **Dehydration/fatigue:** electrolytes
- **Reduced intake:** multivitamin, B12

Close

- “Let’s keep checking in as you adjust — small changes can make a big difference in how you feel.”

Ongoing refill conversation prompts

Use at refill, checkout, or follow-up calls:

- “How are you feeling on your GLP 1 so far?”
- “Any side effects you’ve noticed recently?”
- “Tell me about any side effects that you’ve noticed. Patients commonly experience nausea and fatigue.”
- “Are you taking anything today to help manage those?”
- “Would it help if I showed you a few options that other patients find useful?”
- “We’ve created a selection of items that other patients have been taking.”
 - [Pharmacy staff: Direct patient to GLP-1 endcap or assortment of products]
- Train staff who take delivery orders to ask:
 - “Would you like to add any OTC items that support hydration, digestion, or nutrition to your delivery?”