How to spot a drug seeking patient
March 3, 2010 Dr. Pullen

This is posted as a supplement to an earlier post, Can’t find a doctor to prescribe pain meds? Here is an article in Family Practice Management with an approach to identify patients in the office to obtain drugs for other than legitimate causes of pain. This is a difficult problem, and no physician wants to be “used” as a source of pain meds to overtly abuse or sell. A still more difficult problem is to help patients with legitimate pain conditions manage their pain without developing a secondary problem with drug tolerance, subsequent overuse of the pain medication or a development of a chronic pain syndrome. If anyone has a systematic approach that works for this? If so let me know.

From Family Practice Management
A Systematic Approach to Identifying Drug-Seeking Patients
Richard W. Pretorius, MD, MPH; Gina M. Zurick, PharmD, BCPS

Introduction
A request for pain medication came from a 23-year-old male from New York City who showed up at a rural emergency room. He complained of two days of continuous pain in his left flank that radiated into his groin and was getting worse. Although suggestive of renal colic, the pain did not follow the natural history of obstructive nephropathy: It was not spasmodic and was nonspecific except for its purported severity. His physical exam, too, showed inconsistencies in the patient’s description even light palpation. Although his urinalysis report showed red blood cells too numerous to count on the microscopic exam, the physician had her doubts and asked to see the urine specimen. While the urine was an amber color, there were small clots of blood on the bottom of the cup, which were more consistent with droplets of fresh blood from a pricked finger than from the microscopic ooze from a ureteral mucosa irritated from an entrapped stone. After the patient declined a request for a urine specimen via an in-and-out catheterization, non-narcotic analgesics were administered. A follow-up renal ultrasound was scheduled for the next day, an appointment – not surprisingly – that the patient did not keep.

As the misuse of prescription medications has increased dramatically in the past few years, particularly for opiates, it has become increasingly important to identify drug-seeking behavior, such as that depicted above. Currently, up to 50 percent of prescription narcotics are diverted for illegal use by someone other than the person for whom it was prescribed. Narcotics are not only shared with family and friends; they are often sold to strangers or exchanged for illegal substances.

This article describes the steps involved in a systematic approach to identifying drug-seeking patients.

1 Involves Your Entire Team

A team approach allows input from multiple health care professionals, which is critical since inconsistencies in a patient’s symptoms and signs are often the first clues of malingering. A patient who is experiencing pain should have the same difficulty with movement in the parking lot, the waiting room, the hallway and the exam room. If a patient comes to the office with a complaint of pain, the office staff should observe the patient’s level of function from the moment of his or her arrival. This information should be reported from the front office staff to the back office staff and then to the physician. Similarly, upon completing the clinical visit, the physician and office staff should observe the patient walking to the discharge window as well as exiting the office.

Family members who have accompanied the patient to the office visit can also provide input into the patient’s level of function through the use of simple questions about daily activities (e.g., Can the patient walk up and down the stairs or bend over to tie his or her shoes?). It is relatively easy for a family member to report that the patient has had pain throughout the day. It is more difficult to describe a level of function that is anatomically consistent with the pain. This can be even more difficult if the family member does not know what the patient has said to the physician.

Previous physicians can also provide crucial information. Since drug-seeking patients switch physicians frequently, a prescription for narcotics should not be written at a first visit in most cases. Offices should first obtain a copy of the patient’s records from the previous physician to verify diagnoses and treatments. In addition, a simple phone call to the previous physician’s office can be invaluable in understanding a patient’s behavioral pattern.

Pharmacists can be valuable allies as well. Many pharmacies keep records about customers suspected of abusing the system. This includes patients who use multiple pharmacies, repeatedly submit refill requests too early, make excessive demands and offer to pay cash (to hide duplicate prescriptions from their insurance plans).

2 Recognize Suspicious Behavior

Patients often reveal their drug habits through their behavior. They tend to be obsessive and impatient, calling repeatedly both during and after office hours. They manage to find physicians’ home phone and pager numbers. They often do not keep follow-up appointments and then call for an immediate appointment. They may request medications that are adjudicated to pain management, such as carisoprodol and hydroxyzine, as many of these patients have polysubstance abuse.

Upon receiving prescriptions for narcotics, many drug-seeking patients are excessive in their flattery. They may hug the physician and say, “You are the best physician I have ever had.” On the other hand, repeated entreaties for controlled medications will often suddenly cease when the physician clearly and calmly states the treatment plan and explains that the patient’s condition does not warrant the prescribing of narcotics. Most patients who are fabricating a story sense not only when the physician is indecisive (and, therefore, they press forward) but also when the physician has made a decision (and further efforts are futile).

3 Obtain a Thorough History of Present Illness

In obtaining a history of an injury from a patient, it is important to determine the mechanism of injury. What force was exerted on the body? What part of the body sustained the force? Was the force compressive or rotational? How did the body accommodate the force? A drug-seeking patient will often try to impress the physician with the severity of the initial injury, often several years old. However, acute injuries are not chronic conditions. Injured tissues heal. Fractured bones knit together. The subjective and objective information regarding the mechanism of injury and subsequent tissue repair should be internally consistent.

A patient who sits stiffly with percussion tenderness along the length of the thoracic or lumbar spine may be experiencing the sequelae of a torsional injury sustained a few weeks ago, but almost certainly not from several years earlier. In the first two months following an acute injury, the rate of narcotic use is similar in all patients, regardless of prior history of addiction. After two months, however, the rate of narcotic use falls quickly in patients without a history of addictions, whereas it falls very slowly in those with such a history.

Pain, although often portrayed by patients as constant, should follow the natural history of the injury. While re-injuries and other exacerbations can occur, the level of pain should parallel the degree of injury and subsequent healing over time. Even over the course of a single day, the diurnal cycle is not constant but should reflect changes in sleep, activity and cortisol levels. Here again, careful questioning by the physician can uncover inconsistencies in the patient’s story. This should include altering pain questions so the patient has less opportunity to give a planned response and including several questions that are spurious from a medical perspective. Indirect and open-ended questions (e.g., “Tell me about your eating” and “How did your last meal agree with you?”) can force the drug-seeking patient to give an unscripted reply.
All aspects of the physical exam should be internally consistent. Posture, point tenderness, percussion tenderness, passive and active range of motion as well as active resistance should tell the same story. Faking the injury in a consistent way is a relatively difficult task for most patients. This becomes even more difficult if the physician uses distraction techniques such as firmly palpating a non-injured extremity while gently palpating the injured extremity. The physician should move smoothly between the different components of the exam without giving the patient sufficient time to react to each one. While the physician should examine uninjured tissues first and avoid sudden movement, both essential for patient rapport, the exam of the injured tissue should not be scripted. Doing so would allow the malingerer to plan out his or her responses.

Tissue injuries tend to be localized. Certain physical activities (but not all) will cause pain just as specific exam techniques (but not all) will produce tenderness. Patients who try to protect injured areas by tightening overlying muscles will have tenderness of the injured deeper tissue but not of the overlying muscle, a distinction that is rarely made by the feigning patient. Injured muscles that involuntarily spasm, on the other hand, will be tender while the voluntarily contracted muscle should not.

5 Conduct Appropriate Tests

Just as a patient with asthma needs a peak flow reading, a patient taking narcotic medications needs regular urine toxicology testing. While this is one of the most effective tests for monitoring patient behavior, it is underutilized. An office protocol can help ensure that all staff follow a consistent approach. The medical assistant can automatically obtain a urine specimen prior to taking pain patients to an exam room, particularly if several months have elapsed since the last test. Alternatively, a patient can be required to give a urine specimen at the end of the visit just prior to checkout.

Radiological images should be obtained for a patient with a new complaint of pain to ensure there is not a concomitant problem such as a bony metastasis. While X-rays provide information about structure, they do not verify the legitimacy of pain, which is a phenomenon of function. If the history, physical exam and mechanism of injury do not correlate with each other, the X-ray cannot independently substantiate the diagnosis of pain.

6 Prescribe Nonpharmacological Treatment

A patient genuinely seeking pain relief will understand that there is no “magic bullet” and be willing to use nonpharmacological treatment (physical therapy, home exercises, etc.) in conjunction with medications. A patient who is unwilling to try these therapies is unlikely to desire an improved level of function. Before adding a narcotic to the patient’s treatment plan, the physician should verify that the patient is willing to try — and continue to try — at least five nonpharmacological lifestyle interventions, some of which can be very simple. In addition, the physician should prescribe nonopioid analgesics such as acetaminophen and NSAIDS and document their failure prior to placing a patient on an opioid. Most narcotic prescriptions should be for acute or intermittent use. If opioids are needed, a legitimate sufferer will generally seek to limit their dose and frequency, balancing the need to relieve pain with the desire to avoid unpleasant side effects.

Since all narcotics bind to opioid receptors, a patient who names a specific narcotic and claims only that narcotic works may be seeking the medication itself rather than relief from pain. This is particularly true in a patient who insists on receiving a brand-name medication. Similarly, patients who claim to be allergic to multiple narcotics except for one are not likely being honest.

7 Proceed Cautiously

If you decide to prescribe a controlled substance, it is wise to limit the quantity of medication and the number of refills. Make sure the prescription is legible with all information clearly filled in so the patient cannot modify it. Document clearly in the patient record that a narcotic was prescribed, perhaps using a different color of paper from the rest of the chart to ensure this information will not be overlooked.

Frequent office visits should be scheduled for close monitoring of these patients, and drug contracts outlining expectations can be helpful. Keeping a list of patients who are on opioids may also be helpful in tracking them.

Above all, office staff and physicians should be consistent and diligent, as drug-seeking patients are experts at exploiting weak links in the system.
I know that there are a good number of ppl out there that are not actually in legitimate pain and are just seeking pain medication for other reasons. BUT...... that is not the case with MANY MANY other patients who legitimately need relief from pain. I don’t understand why there is such a gory campaign all the sudden to block anyone and everyone from receiving the pain medication that they so badly need. There are plenty of people out there that are truly unable to function without the pain meds that they need for real relief from pain. I have experienced the “treatment” that a suspicious Dr. will give you when they feel as if they have a reason to deny you your medication. The injury has spread over time and will not stop. I have numerous bad disc, degenerative disc disease, degenerative facet disease, vertical and horizontal herniations and many are in the thoracic reigion from +2 down to the sacrum. I’ve seen over 20 surgeons and all have said not to have surgery because all thoracic surgeries must go through the chest from the front and is very risky and will put tremendous strain on discs above and below and I have been told all that I have surgery to expect to have to fuse above and below about every 1-2 years until I’m totally fused. The alternative treatments I’ve tried have caused so many other health issues I can’t begin to count. So not all injuries are self healing. The spine, discs, vertebrae, etc don’t just heal. I’m lucky to be able to walk and have fallen from my back and not only injured my head in the original accident but several times since in falls and now have seizures, and between the pinched nerves in the spinal cord and the seizures I lose bladder control several times a week, awake or asleep and I get treated like crap by other Dr’s. I had a bad car accident, stopped breathing and heart stopped and I was dead and brought back and wish they had known I was a DNR but I was in critical ICU and 12 hours later discharged and told they could not help me and my pain and I needed to go home and treat myself. What a load of crap these Dr’s are.

Eileen
April 5, 2012 | 2:59 AM
Tina Dillard
April 2, 2012 | 8:56 PM

I just want to be pain free or at least be able to have some normalcy in my life !!! I never thought I would see the day at 47 that it was all I could do to do everyday housework !!! Not to mention the problems I also have with my nerves due to all this mess !!!! Sometimes you have to have stronger medicine just to have a somewhat of a normal life !!

Tina Dillard
April 2, 2012 | 8:50 PM

I was injured at work 6 years ago ! Worked every day but when I got injured at work the comDoc said in my chart I was faking to get drugs and even went so far to put it in my chart that he prescribed me narcotics . Since it was a work injury I went to the pharmacy that my employer told me to and guess what NO NARCOTICS were filled ! Every doctor that I was sent to after that seen where I was accused of faking my injury to get drugs and was treated worse than an animal !! Now my back has gotten in bad shape due to one of the two injuries at work and now I have a compressed nerve at least3 bulging disks that are starting to tear and a small hemangiomia which is a small tumor on my spine. I have an appointment with a surgeon on the 6th of April and I know exactly how it feels to not have enough medicine to even begin to control my pain and due to the past doctors crap I am afraid to even ask for pain meds for fear they will think I am a pill head due to the mess from the past !!! The funny thing is even though I was faking with one of the injuries 2 weeks after an MRI was done surgery was scheduled !!! HEY DOCTORS, NOT EVERYONE WHO WALKS INTO THE ER OR YOUR OFFICE IS LOOKING FOR NARCOTICS !!!!

Angel
March 5, 2012 | 1:41 PM

I too have a problem with this post. My mother is 56 years old and was born with Alpha-1 Antitrypsen Deficiency…or do you not care to know what that is? My mother has never smoked, this was purely genetic. As she aged, her lungs got worst and she was constantly on steroids…30 years now shes been on steroids…naturally her bones are a mess from this…she has broken both hips and can no longer walk…she has severe pain due to her bones in her legs and back…how do you treat this?? She maybe has two years left (with her lungs) and you piece of crap doctors are just gonna let her live her last 2 years, if that, in pain because you no longer take patients in Pain clinics??? What the hell are you for??? I understand about drug-seekers…as both a police officer and and now a nurse, I have dealt with them. But what do you do for people like MY MOTHER?????? Would you want someone treating your mother like this? My mother has been on the pain patch for 15 years now and has gone from 75mcg to 275 mcg in 15 years (and shes a drug seeker?????)…she has done well and managed to live as much as she can on them…but now that her dr is no longer practicing, she is stuck without a dr and we cant find a pain clinic that is taking patients…she gave her a 3 month supply which is almost gone now and we still don’t have a dr to write her. If she has to withdraw off of it, it will kill her…she can barely breath as it is…what she supposed to do? You doctors today are a joke and let me tell you something, I hope like hell you have to go through something like this…maybe that will wake you up. The health care system has gone to hell in a hand basket and even my mothers (retired) doctor said he was retiring because all of you current doctors are just poor picked on kids trying to play God and hes right….may God bless you now because KARMA is a bad thing! You are all a bunch of cowards and I hope one day that you wake up!!

despicable
March 4, 2012 | 6:21 PM

yup, good job doc. 3 surgeries and 5 years later, after taking the meds they gave you for 3 crushed disks and Ti plates and fusions, they tell you you are an abuser. The opiate CIW hunt means you can no longer work or even walk to the store. Time to leech off the government since you can’t work. Disability, here I come. Thanks to the hypocritical oath. First, do not treat. Then prescribe tylenol.

No One (according to this 'doc')
February 3, 2012 | 6:07 PM

As I type this my husband is trying to find a way to ease his pain by building a nest of pillows on our couch. He went to his 40 yr old doc today due to severe nerve pain. Husband has Lyme disease, which we think is cause of the pain. (?) Of course since the doctor couldn’t see an actual injury my husband was destroyed. I could no longer work, had to leave school because I could no longer carry the books, lost my place to live, ended up in a shelter… I went through HELL. Not to mention the excruciating headaches that have, many times, made me wish I was no longer in this life due to the relentless pain. Many times "opiates" don’t even touch the pain. Before I was assaulted and sustained the injuries (which I did not CHOOSE), I worked part time, earning over $50k a year (in 1990, not too bad), was always at the top of the sales force, attended a high end university in NYC with a 3.9 GPA, played golf 4x a week, and was a championship swimmer. In 10 minutes my life was destroyed. I couldn’t move from my couch, read a book, carry my own clothes. I was prescribed pain meds because I couldn’t not take the pain any longer.

Linda Caldwell
December 18, 2011 | 11:59 AM

My guess is that "Dr." Pullen, nor any of his family suffer from life altering pain. If he/they did, they would be treated with respect, treated medically to relieve their pain and NEVER be branded as "pill seekers".

How DARE you!! I was assaulted 20 years ago, and NO, soft tissue injuries do not "ALWAYS heal". I have extreme hyper-mobility of my upper neck, which results in excruciating headaches that have, many times, made me wish I was no longer in this life due to the relentless pain. Many times "opiates" don’t even touch the pain.

Before I was assaulted and sustained the injuries (which I did not CHOOSE), I worked part time, earning over $50k a year (in 1990, not too bad), was always at the top of the sales force, attended a high end university in NYC with a 3.9 GPA, played golf 4x a week, and was a championship swimmer. In 10 minutes my life was destroyed. I couldn’t move from my couch, read a book, carry my own clothes. I was prescribed pain meds because I couldn’t not take the pain any longer.

I am now treated as a junkie, cannot even find a primary care provider because I found a doctor that is prescribing me pain medication, RESULT: I get pneumonia and can’t get treated with antibiotics, I am ALWAYS disrespected, looked at with suspicion, when I am able to get to a specialist, when they “discover” (although their staff was told) that I am on opiate pain medication, my ailment is written off and dismissed as “psychiatric”…this is now my life. Let’s see, would I rather have my life back, filled with production, activity and joy that I had as a Type “A” personality or a life filled with pain. You figure it out.

I never thought I would say this about anyone, but what I wish for you, “Dr.”, is that you sustain a life altering injury, and THEN be refused any pain relief. My guess is that you would be on your knees crying like a little girl, then begging for someone to help you.

You are not fit to be a “caregiver”…you are a disgrace.
I think I will write an article on how to spot a “Dr.” who claims to be in the business to help people, but is really there to pass judgement and surreptitiously prevent legitimate people from getting the help they need AND deserve.

Michele  
December 13, 2011 | 12:35 AM

I cannot believe what I just read. You should be ASHAMED TO CALL YOURSELF A HEALER! You insensitive snob!

I have been in pain my entire life. I had colic for the first half a year of my life, my mother said I cried & screamed as if I was being burned. My first memories are of pain at 3. Was called a hypochondriac at 6. At 8 was told after my mothers funeral, that I was squinting to get attention by my family Dr, I couldn’t SEE! Same Dr told my parents to ignore my ‘growing pains’ & I would stop exaggerating them. By 13, I was great at hiding my pain. I even hid my 3-4 month long periods from everyone, until I passed out at school. The second time, the school refused to release me to my father until a Dr confirmed an appt. I was hemoraging (sp?) & severely anemic.

Now.

I’m 41. My diagnosis? Restless Leg Syndrome, Fibromyalgia, Severe Multi-chemical Allergies, Chronic Pain Syndrome, General Anxiety (paradoxical reactions to ALL benzodiazprines), Irritable Bowl & Bladder, and more fun fun chronic disorders.

My mother died from lupus & kidney failure. I used to be thankful I didn’t develop lupus. Not so much now.

Since 1998, I have been on percocet 5-10mgs, aprox 30 , flexeril 10 mgs, 30-90 & oxycotin 10 mgs, 20-30 every 3-6 months. 13 years.

I now have no doctor who will treat me. My last Dr, whim I saw since 1995 dismissed me 6 mos ago over antibiotics. I can only take sulfa & the rest cause me to become violently ill. The PA insisted I continue taking meds that made me projectile vomit & pass out. My body refused to let it get past my stomach. I weigh 85 lbs. I cannot afford to lose weight. She insisted I break up the capsules & mix it with apple sauce.

I insisted on bactrim. I was refused based on the PAs insistence that its not indicated as use for an upper respiratory infection. WRONG. So. I was dismissed by my Dr.

My pain is REAL.

What you, Mr Dr God Of Meds has written is an insult to chronic pain patients.

I know my body. I know what meds make me sick. I know what meds help me live. I cannot afford to play guinea pig with meds that make me sick.

My pain hasn’t stopped since I ran out of all my meds.

My pain has worsened & my life is a mess.

The ER treated me as if I was a junkie when I slipped & fell, covered in blood & in shock. Found out later its because I said I have fibromyalgia & asked for muscle relaxers for my back spasms.

COME ON!!!

I DON’T WANT A CURE! I JUST WANT RESPECT & TO HAVE MY PAIN UNDER CONTROL!!! I WANT MY LIFE BACK!!

THEN DRS LIKE YOU WRITE CRAP LIKE THIS!!!

One day. One day, either you, your wife or one of your silver spoon children will hurt. Badly. I hope they get a Dr like you to treat them like a junkie. But, then again, they always have YOU to write them a script for pain meds ...

Better watch them. They may just turn around & get high or sell them to a junkie like me, right?

Jerk.

*Kicks the glorified chiropractor in the shins*

Adrian  
November 21, 2011 | 9:55 PM

What an insensitive doctor! One reason for the increase in patients who need strong narcotic pain medicine is the recent banning of darvocet which has been safe for 50 years! But a small group of individuals dedicated to getting rid of all pain medicine finally caused this.

Anyway its articles and opinions like this article that has caused people with legitimate pain to loose what little quality of life they have. Sure there are many addicts but there are also many legitimate pain patients who, when faced with the horrendous suspicious behaviors suggested above, wouldn’t have a chance in getting the relief they need. Pain is the only disability where the patients are forced to endure suspicion and denial of medication because of doctors who don’t have any empathy or any idea what living with terrible pain is like. Shame, shame on you for writing such a mean spirited article.

sarah  
November 21, 2011 | 6:12 AM

You doctors are terrible. Do you ever really listen to yourselves talk? I have been on a low dose painkiller for awhile. The other types of meds make me feel loopy and sick to my stomach. But according to you, this would show that I am just a pill seeker! Some ppl really need help out there and not ignored! We come to you doctors for help and advice and all you do is accuse ppl of lying and send them away with no further help offered. It is because of you hard headed doctors that people are turning to the streets to get relief and overdosing because they didn’t have a doctor to keep an eye on them if it was needed. You should be ashamed of the way you think and shouldnt be doctors anymore. Grow up and grow a concious! Might help you sleep better at night!

Eric Patterson  
May 19, 2010 | 6:59 PM

ibuprofen is definitely the best OTC painkiller for me. It helps me a lot to deal with my muscular pain...~
Drug-seeking is often easier to spot in the emergency department—and is more common in that setting—but it's ill-advised to "walk into a patient's room and automatically assume they are drug-seeking," said Rebecca Loveless, a physician assistant in the emergency department at Washington University School of Medicine, St Louis, who also practices at a private orthopedic group. Some patients are legitimately in acute or chronic pain, but some are looking for pills to sell outside the hospital, Loveless tells Medscape. Loveless begins with a history and chart review to determi