

## Attachment 2

Transcript “At the pharmacist” dialog in parts

### PART 1

#### TITLE “At the Pharmacy”

Characters:

Pharmacist – “P”

Client – “C”

Nurse - N

Setting: a pharmacy

C - Good afternoon

P - Good afternoon

C - This is a pharmacy?

P - Yes. What can I do for you?

C - I am coughing and I have a terrible throat ache (coughs and shows his neck)

P - Since when do you have these symptoms?

C - For 2-3 days... Wait a minute... today is Thursday... I was well on Monday... on Tuesday... Yes, I think since Tuesday, there was a storm and we were working a lot in the rain. But yesterday, on Wednesday, I was able to go to work.

P - I understand. Did you take anything? Any pills?

C - No, I didn't know what to

P - Do you have a fever?

C - No

P - Well, as you haven't got a fever I don't think you've got the flu, but I strongly recommend you see a doctor. Are you registered with a GP (General Practitioner)?

C - Yes I am. But it is closed now. I will go tomorrow but I would like to take something now... this cough is killing me

P - Well, as you haven't got a fever I don't think you've got the flu, but I strongly recommend you see a doctor. Are you registered with a GP (General Practitioner)?

C - Yes I am. But it is closed now. I will go tomorrow but I would like to take something now... this cough is killing me

P - Well. To calm down your cough I can give you a syrup or some pills.

### PART 2

#### TITLE “At the Pharmacy”

Characters:

Pharmacist – “P”

Client – “C”

Nurse - N

Setting: a pharmacy

C - Good afternoon

P - Good afternoon

C - This is a pharmacy?

P - Yes. What can I do for you?

(...)

C: I have a throat ache, I told you. Especially when I swallow.

P - Yes, I remember, probably because of the rain. I can give you some pills for that as well.

In fact, they are like candies, you should suck one until it melts, not more than 4 candies a day. And half an hour after you don't need to eat or drink anything.

C - OK and what if it doesn't help me?

P - You should be fine in a couple of days. But if you have an infection you should take antibiotics. Unfortunately, I can't give you any without a prescription from your GP. But you will go tomorrow, correct?

C - Yes tomorrow I will visit the GP. On Friday she works in the afternoon and I can go there.

P - If you have an infection the doctor will recommend you an antimicrobial susceptibility test. It is an analysis that shows what kind of bacteria you have and the doctor will be able to recommend you the proper antibiotic. That's why we can't sell antibiotics without a medical prescription.

C - OK, I understand.

### PART 3

#### TITLE "At the Pharmacy"

Characters:

Pharmacist – "P"

Client – "C"

Nurse - N

Setting: a pharmacy

C - Good afternoon

P - Good afternoon

C - This is a pharmacy?

P - Yes. What can I do for you?

(...)

C - How about my backaches?

P - Could you tell me more about this?

C - Well... it hurts here... on the inferior backbone (he shows the backbone) Especially when I make physic effort. I have backaches especially when I lift weights at work.

P - Well, I gave you already pills, candies and syrup... now I will give you an unguent. It's a gel, in fact. You should rub it onto the skin, on the painful zone. In the evening.

C - Thank you very much. I think that's all.

P - Well... the total amount is 210 lei but you have a 20% discount so you should pay 168 lei

C - OK, thank you

P - Cash or card?

C - Cash (he gives her 200 lei)

P - Thank you. 32 lei, your change. I am waiting for you with your prescription. In fact I hope you will not need it... but if you will don't forget you have a discount in our pharmacy. Also, as an employee, you have the right to receive prescriptions with a big discount, up to 90%. I don't wish you to benefit of this... of course... but just to let you know. Anyway your doctor will explain more about this.

