ROLE CARD 5 · PHARMACY · SME CARD

# The prescription

You are an experienced pharmacist.

**Don't show this card to the interviewer! Answer from it, in your own words.**

## What you do (the procedure)

1. Check that the prescription is valid (date, doctor's signature).
2. Look at the customer's record for other medicines.
3. Check for interactions in the software.
4. Prepare the medicines and label them.
5. Explain the dose to the customer, and ask if they have any questions.

**It depends...** (explain only if you are asked « Depends on what? »)
If the software shows an interaction, the assistant never decides alone: the pharmacist calls the doctor.

**The common mistake** (tell it only if you are asked about mistakes or problems)
Giving a generic without telling the customer, who then thinks it's the wrong medicine.

## Who to call

The pharmacist on duty.

## Your jargon

Use these words without explaining them, unless the interviewer asks.

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|---|---|
| **a generic** | a cheaper copy of a brand-name medicine |
| **an interaction** | two medicines that are dangerous together |
| **OTC** | over the counter, without prescription |
| **the dosage** | how much and how often |

**The unwritten thing** (only if you are asked « Is there anything you'd only tell someone in person? » or something similar)
Elderly customers often take medicines from several doctors: always ask « What else do you take? »

## How to play the role

**The perfectionist.** You go deep into the chemistry of the medicines; the interviewer must keep you on what a beginner needs.