



ASK THE PHARMACIST



Scan to review worksheet

Expemo code:
15RF-Z7JB-L7CD

1 Warm up

These pictures show items that you can buy at a pharmacy. Match each item with the reason why you need it.

- | | | | |
|-------------------------|---------------------------------|---|------------------------------|
| A) for dry or sore eyes | B) for a skin rash or allergy | C) to protect your skin when you're outside | D) to prevent mosquito bites |
| E) for a cut | F) to check if you have a fever | G) painkillers | H) for a cough |



1) insect repellent



2) pills



3) drops



4) plaster/band-aid



5) ointment



6) sun cream



7) thermometer



8) syrup or liquid

Which items do you sometimes need a prescription for?

*A prescription is a paper from a doctor which gives details of the medicine that someone needs to take.



2 Listening

Listen to a pharmacist speaking to three different customers. Draw lines to connect three pieces of information for each conversation. One item in each column is extra.



Dialogue 1	dry eyes	sun cream and insect repellent	nothing to pay
Dialogue 2	cut hand	thermometer and cough syrup	special discount
Dialogue 3	her son is sick	painkillers	pay here
	going to a music festival	prescription	pay at the till at the front

Read the sentences and decide if they are true or false. Listen again to check.

The pharmacist says that the woman should use the thermometer several times a day.

1. _____

The pharmacist tells the woman to call the doctor when she gets home.

2. _____

The pharmacist tells the woman to put on sun cream a couple of times a day.

3. _____

The insect repellent is very inexpensive.

4. _____

The customer has used the eye drops before.

5. _____

The pharmacist gave the customer some new information about using the computer.

6. _____



Define these phrases from the listening.

1. Has he ever had any **side effects** from cough medicine before, like sickness or sleepiness?
2. We have a very good product, but it doesn't look like there's any on the shelf right now. Let me just see if it's **in stock**.
3. As this is covered by your **insurance**, you have nothing to pay. Just sign here.

3**Language point**

When we speak to pharmacists or other medical professionals, it's important to listen carefully so we understand what to do.

- **Instructions** tell us something that it's necessary to do, or not to do.
- **Advice** tells us something that's a good idea to do, or not to do.

Read the examples and decide if each phrase in bold is advice (A) or instructions (I).

1. You **should check** his temperature regularly. _____
2. If his fever goes very high, you **need to call** the doctor. _____
3. I **recommend** this sun cream. _____
4. You **have to remember** to put on more sun cream every couple of hours. _____
5. With this condition, **it's important that you limit** your time on the computer. _____
6. It's also a **good idea** to do some eye exercises every day. _____

Answer the questions about these phrases.

Which phrases use an infinitive (to + verb)?

What grammar follows *It's important that ...?*

What type of word follows *recommend* in the example sentence?



We also use these forms for instructions.

- You **must take** this medicine ten minutes before meals.
- You **mustn't drive** while you're taking this medicine.

Which of the phrases in the last exercise has the same type of grammar as *must/mustn't*?

Practise saying all the example sentences, building up each sentence like this.

should

should check

You should check

You should check his temperature

You should check his temperature regularly

4

Practice

Read the first sentences. Use the word in brackets to complete the second sentences so that they have the same meaning.

- 1) If you're worried about mosquitoes, you should wear long sleeves and long trousers. (idea)
If you're worried about mosquitoes, _____
_____ because that's where mosquitoes live.
- 2) It's not a good idea to spend lots of time near water because that's where mosquitoes live. (shouldn't)
_____ because that's where mosquitoes live.
- 3) You should buy several tubes of sun cream so you can keep one in your bag and one in your car. (recommend)
_____ so you can keep one in your bag and one in your car.
- 4) You must call the doctor if your rash gets worse. (have)
_____ if your rash gets worse.
- 5) Tell your husband that he needs to call the insurance company. (must)
Tell your husband that _____
- 6) You mustn't forget to take your painkillers. (important)
_____ to take your painkillers.
- 7) This is the best thermometer on the market. (recommend)

- 8) It's important that you read all the instructions carefully. (need)
_____ all the instructions carefully.



5 Speaking

Work in A/B pairs. Look through the plans for two pharmacy dialogues and roleplay the conversations, using language from the lesson.

Roleplay 1

A pharmacist	B customer
1 greet the customer	2 painkillers
3 taken before?	4 yes
5 side effects?	6 answer the question
7 in stock	8 question: take with meals?
9 answer the question	10 pay?
11 pay at front	12 thanks

Roleplay 2

A pharmacist	B customer
1 greet the customer	2 skin rash - prescription
3 taken before?	4 ask for instructions
5 give instructions	6 question about ointment
7 answer the question	8 plasters
9 not in stock	10 insurance to pay?
11 answer the question	12 thanks



It's very important to make sure you understand the advice and instructions from the pharmacist. If you aren't sure, you should ask the pharmacist to repeat what they said, like this:

- I'm sorry, can you say that again?
- Could you repeat that?

Or you can say something like this:

- So, let me just check that I understand. I have to take two pills now and then two more before I go to bed?

Try the dialogues again in different roles. This time, the customer doesn't understand something and needs to ask for repetition.

6

Extra practice/homework

Read the dialogue and find 10 extra words that make the sentences incorrect. Underline or cross out the extra words. All the extra words are in what the pharmacist says.

Example: Can I may help you?

Pharmacist: Hello, what can I do for you?

Customer: Hi, my neighbour isn't feeling very well, and she asked me to collect her prescription. Her name is Shirley Jeffrey.

Pharmacist: Right, I have her pills here. You are have to explain something to her. Her usual medicine isn't in the stock so the doctor has changed her prescription slightly. She must to take one pill three times a day, not two pills twice a day.

Customer: Are the instructions on the box?

Pharmacist: Yes, but it's important that you must tell her. She mustn't to take the new pills in the same way as the others. If she has any questions, she should have call the doctor.

Customer: I'll tell her. I also need some eye drops for myself. I have very bad allergies.

Pharmacist: I recommend it these. They're not cheap, but they work.

Customer: Thanks, I'll try them.

Pharmacist: But if you get any side effects things like headaches or problems seeing clearly, then you won't shouldn't use them anymore. If that happens, it's like a good idea to try another brand.

Customer: Ok. Thanks. Where do I pay?

Pharmacist: Mrs Jeffrey's insurance pays for her pills. You can pay for your eye drops at the front.



7

Optional extension

We often use these expressions in bold when we talk about health and illness. Match the sentences halves.

- | | |
|--|---|
| 1. I caught a cold last week and that's why | a. and I don't eat any milk products. |
| 2. I think you'll feel better tomorrow if | b. any other medication that you're on . |
| 3. I'm feeling a bit under the weather , | c. I missed a few days of work. |
| 4. If you don't feel better soon, | d. so I think I'll go home early. |
| 5. My doctor put me on a special diet , | e. take it easy for a few days. |
| 6. We need to know about | f. we hope that you get well soon . |
| 7. We're sorry to hear that you are sick, and | g. you need to go for a check-up with your doctor. |
| 8. You're just going to have to | h. you have an early night . |

What do you think these expressions mean?

Which sentences could a pharmacist say?

Who would say the other sentences, and who are they speaking to?

Choose one of the sentences and write what came before and what came after, like this example:

- A: How soon will I start to feel better?
B: I think you'll feel better tomorrow if you have an early night.
A: That's good news!