



Activity #1

Why do you think it is important for an assistant to be familiar with prescriptions and their interpretation? How does it help you offer better services to patients?



Activity #2

Cleanliness and hygiene are extremely important in the process of drug dispensing. What checks would you like to implement, in order to reinforce cleanliness in the dispensing area?



Activity #3

Take five minutes to think about how you would handle an elderly patient who regularly visits the pharmacy in order to collect a repeat dispensation. Write down how you think you could improve your services to help him/her.



Activity #4

A patient from a non-English speaking and low literacy background visits the pharmacy to collect an important medicine that has been prescribed to him. What steps will you follow, to ensure correct dispensation and communication?



Activity #5

Make a list of what medicines you would consider stocking up on just before the commencement of the winter season.



Activity #6

Write some notes on how you would go about returning a box of medicines that arrived from the wholesaler with ripped packaging.



Activity #7

Take some time to think about the questions below and write a few sentences on each:

1. Why do you think it is important to be familiar with common pharmacy terminology and differences between generic and brand names?

2. How do you think this knowledge will help you to improve your services to patients?



Activity #8

Imagine that you are inspecting the pharmacy premises for risks. Think of two examples of risks and write down any solutions to minimise the risks.
