



Activity #1

Put yourself in the place of the patient and think about how you would like to be treated when you visit a pharmacy.



Activity #2

A patient is annoyed because the pharmacy gave him a stronger medicine, when a milder one would have done just as well. Make some notes on how you would handle the situation and calm the patient down.



Activity #3

Imagine that you work in a pharmacy located in a multi-ethnic locality, where you interact with patients from different educational, economic and cultural backgrounds. How will you regulate your behaviour, in order to provide the best services?



Activity #4

Take 10 minutes to read the following and write down your answers:

Which gestures, postures and body language would you like to minimise and eliminate, if possible, in order to promote communication with patients?



Activity #5

Take 10 minutes to read the following questions and make notes on your thoughts:

1. As a pharmacy assistant, how can you contribute to improved and efficient record keeping?

2. Under what circumstances should you consider consulting your supervisor for guidance?



Activity #6

Read through the following questions and write a few sentences on each.

1. When will a pharmacist wish to review EHR records?

2. Is it compulsory to review EHR records for every prescription?
