

## Video 1 Script: What is a Pharmacy

**Scene 1:** Friend 1 and 2 are sitting on chairs in an apartment hanging out

- **Friend 1** asks Friend 2 - I went to see the doctor and they told me I need to take my medications. Where should I go to get my medications?
- **Friend 2** – You go to a pharmacy. Let's get into the car and I'll show you the different types of pharmacy

**Scene 2** – Home/apartment (get into car)/street

- **Friend 2:** There are many different places that have pharmacies. There are pharmacies where you buy your food such as Frys (pause for few seconds) or where you go shopping such as Target (pause for few seconds), WalMart (pause for few seconds), or Walgreens (pause for few seconds), and CVS (pause for few seconds)

**Scene3:** Friend 1 & 2 are in the car or right outside of the car

- **Friend 1** to Friend 2 asks: why do I need to go there to get my medicine? And what is it?
- **Friend 2** responds: Now I'll take you to the pharmacy and show you.

**Scene 4** – at the pharmacy, pharmacist and tech behind the counter together, Friend 2 is going to introduce Friend 1 to the pharmacy and the pharmacy personnel

- **Friend 2** with Friend 1: This is the pharmacy where you will pick up your medications.
- **Friend 2** will lead Friend 1 to the "Drop Off" window: This is where you drop off your prescription to the pharmacy technician. The pharmacy technician helps the pharmacist get your medications ready for you. They can also help you get an interpreter phone.
- **Friend 2** will lead Friend 1 to the "Pick Up" window: This is where you will pick up the medication. The technician or the pharmacist may help you get your medication. Once you have your medication, the pharmacist will talk to you about how to take your medications and will answer any questions you may have about them
- **Friend 1:** Ok, so the technician will get my medication ready after they get my prescription from the doctor and the pharmacist will answer any questions I have?
- **Friend 2:** yes, that is correct.

**Scene 5** - OTC aisle

- **Friend 1** looks confused: Why did I need to use the pharmacist and the technician when there are medications sitting right here? Won't these medications work for me?
- **Friend 2:** These are called over the counter or OTC drugs. These are drugs that you can buy without seeing a doctor. Some examples of these are to help with allergies, cough, cold, fever, and pain (show Friend 2 the aisles as you explain). There are medications for both kids and adults.
- **Friend 1:** Ok, but how will I know which one I should use?
- **Friend 2:** If you would like to use one of these medications, be sure to ask the pharmacist to decide which one is best for you or for your child and they will tell you how much to take/give
- **Friend 1:** How do I do this when I don't speak English?
- **Friend 2:** ask for an interpreter phone! All pharmacies have an interpreter phone, you just have to ask for one by saying "Nepali interpreter please"
  - Show the interpreter phone as you explain this