

## Video 2 Script: Getting Your Medicine from the Pharmacy

### Scene 1 –Patient is at the doctor’s office.

**Doctor:** We are going to send their prescription to the pharmacy; which pharmacy do you get your medicines?

**Translator:** We are going to send their prescription to the pharmacy; which pharmacy do you get your medicines?

**Patient:** My pharmacy is ABC Pharmacy on 123 Broadway St.

**Doctor:** Great, I have sent your prescription electronically to the pharmacy

**Translator:** Great, I have sent your prescription electronically to the pharmacy

### Scene 2 – Patient goes to pharmacy counter to pick up the prescription and asks for the interpreter

1. **Technician** – “hello, how can I help you?”
2. **Patient** – “ Translator phone Arabic please”
3. **Technician** – sure! Get Translator on phone (this will be a voiceover that appears to be coming from the phone)
4. **Translator** – hello, my name is XXX and I will serve as your interpreter today.
5. **Patient** – “thank you, my doctor sent a prescription to the pharmacy for me”
6. **Translator** translates
7. **Technician** – I can help you with that, what is your name and date of birth?
8. **Translator** translates
9. **Patient** – “my name is XXX and my date of birth XXX.”
10. **Translator** translates
11. **Technician** – “Yes, we received your prescription. Do you have your ID and insurance card with you?”
12. **Translator** translates
13. **Patient** – hands her ID and insurance card to the technician
14. **Technician** – Gets some information from the ID and insurance card and give them back to the patient. Says, “ok it will take about 30 minutes for us to get this ready for you. Would you like to wait for us to prepare it for you or come back later to pick it up?”
15. **Translator** translates
16. **Patient** – I will wait
17. **Translator** translates
18. **Technician** – “ok we’ll call your name when it is ready”
19. **Translator** translates
20. **Patient** – OK, thank you

### Scene 3 – patient is walking around the pharmacy

1. Patient’s name is called over the intercom.
2. **Patient** goes to the pharmacy counter
3. **Technician**– “hello, how can I help you?”
4. **Patient** – “Translator phone Arabic please”
5. **Technician** – sure! Get Translator on phone (this will be a voiceover that appears to be coming from the phone)
6. **Translator** on phone – hello, my name is XXX and I will serve as your Translator today.

7. **Patient:** "They called my name; is my prescription ready?"
8. **Translator** translates
9. **Technician:** "What is your name and date of birth?"
10. **Translator** translates
11. **Patient:** "My name is XXX and my date of birth is XXX".
12. **Technician** – grabs the prescription and says: "Yes, your prescription is ready; please sign here (showing a pad).
13. **Translator** translates
14. **Patient** signs for the script.
15. **Technician:** "Thank you. Please wait and pharmacist will go over the medication with you. Pharmacist will tell you how to take the medication, what it does and what side effects to expect, and will answer any questions you may have. Make sure to ask if your doctor has ordered refills (more fills) for this medication.
16. **Translator** translates
17. **Patient:** "Okay. Thank you".
  - a. Patient goes and sits down

Scene 4 (Conclusion)– Pharmacist comes to the window.

1. **Pharmacist:** "Hello, I am XXX, the pharmacist." – grabs the medication bottle and shows to patient and says: "Let's go over your medication."
2. **Translator** Translates
3. **Translator:** 'Pharmacist will tell you how to take the medication, what it does and what side effects to expect, and will answer any questions you may have. Make sure to ask if your doctor has ordered refills (more fills) for this medication.' While showing the pharmacist talking to patient.