

Video 3 Script: Medication refill: How to get more medicine

Scene 1: House/apartment

- Patient and friend are in the room talking.
- **Friend 2:** What happened at your doctor's appointment today?
- **Friend 1:** Dr. said I have high blood pressure and have to take one of these pills every day (showing the friend a pill bottle with a few pills in it) and go back to see him in 3 months.
- **Friend 1** shakes the pill bottle: The pharmacy only gave me 30 pills and this is not enough for me to take every day until my appointment. I have only 7 pills left and I do not know what to do.
- **Friend 2:** That happened to me when the doctor gave me pills for my blood sugar. Then I found out that I could get 30 of those pills every month until I see my doctor again because my doctor told the pharmacy to fill my medicine 6 more times.
- **Friend 1** (looking confused): but how do I know how many more times my doctor has told the pharmacy to fill my pills?'
- **Friend 2:** you should ask the pharmacy when you fill your prescription the first time how many times the doctor told the pharmacy to they can fill it.
- **Friend 1** (confused and frustrated): but what if I forget to ask when I fill my prescription the first time or forget what they tell me? This is too much.'
- **Friend 2:** you can always go to the pharmacy and ask again. Let's go to the pharmacy and I'll show you.

Scene 3 –pharmacy - Friend takes patient to the pharmacy and explains

1. **Friend 2:** Take your pill bottles and go to the pharmacy. Go to the pharmacy counter and ask for the Translator phone by saying "Nepali interpreter please"
2. **Friend 1** walks up to the counter with pill bottles
3. Tech – hello, how can I help you?
4. **Friend 1** – " Nepali interpreter"
5. Technician/pharmacist – 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. **Friend 1** – "thank you, I am running out of my medications, can I get more medication?"
8. **Translator** interprets
9. Pharmacist/tech – I can help you with that, it is called a refill, do you have your pill bottles with you?
10. **Translator** interprets
11. **Friend 1** – hands pill bottle to tech
12. Pharmacist/technician – 'Grabs the bottle and says, thank you; Do you have your ID and insurance card with you?'
13. **Translator** interprets
14. **Friend 1** – hands her ID and insurance card to the pharmacist/technician
15. Pharmacist/tech – 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?"
16. **Translator** interprets
17. **Friend 1** – I will wait
18. **Translator** interprets
19. Pharmacist/tech – ok we'll call your name when it is ready

20. **Translator** interprets
21. **Friend 1** – OK, thank you

Scene 4 – **Friend 1** is waiting and name is then called over intercom

Scene 5 – **Friend 1** picks up medications

1. **Friend 1** goes to counter – Nepali interpreter please
2. Tech – Sure – gets phone (interaction is with interpretation again)
3. Tech – here is your medication and this is the cost
4. **Translator** translates
5. Patient – gets medication
6. **Friend 1** - how many refills are left for next time?
7. **Translator** interprets
8. Technician - 5 refills, you can also find the number on the bottle
9. Off to the side of the pharmacy, friend 1 turns to friend 2
10. **Friend 1** – thanks for the help! I'll be sure to do this again next time when I start running out of my pills