

社區藥局的各項常用英文

台北市藥師公會常務理事

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OUTLINE

1. Conversation with a pharmacist (OTC / Prescription medicine)
2. Questions about using medicines
3. Side effects and symptoms

Conversation with a pharmacist (OTC medicine)

- Pharmacist: Hello. How can I help you?
- Customer: Yes. I have / feel 【 Describe the problem 】.
I need an over-the-counter/some medicine. Do you have one?
- Pharmacist: Yes. We have one right here.
- Customer: What is the medicine's name? [Ask about the medicine.]
- Pharmacist: It is 【 Brand name / Generic name 】.

Conversation with a pharmacist (OTC medicine)

- Customer: Thank you. How much can I take? 【Ask about the **dosage**.】
- Pharmacist: Take 2 tablets each time.
- Customer: Okay. How often should I take it?
- Pharmacist: Every 4-6 hours, and not more than 12 tablets in 24 hours.
- Customer: Do I need to take it with food?
- Pharmacist: Yes, remember not to take it on an empty stomach.

Conversation with a pharmacist (OTC medicine)

- Customer: Is it safe to take with alcohol? **【Ask a lot of questions.】**
- Pharmacist: It's better to avoid alcoholic drinks when you take this medicine.
- Customer: Is this a generic medicine? Is there a cheaper one?
- Pharmacist: No, it's not the generic one. The generic is **【Generic name】**.
It is less expensive. Do you want a different one?

Conversation with a pharmacist (OTC medicine)

- Customer: Are there side effects? **【Ask about side effects.】**
- Pharmacist: Not really. It's very safe. But if you don't get better, please go to the doctor and get a **physical checkup**.
- Customer: Thank you for your help.
- Pharmacist: You are welcome.

Conversation with a pharmacist (Prescription medicine)

- Pharmacist: Good morning. Can I help you?
- Patient: Yes. I need to get my prescription filled. How long will it take?
- Pharmacist: OK, I need your health insurance card and prescription.

Umm.....We can have it ready in 15 minutes, or you can come back another day.

Conversation with a pharmacist (Prescription medicine)

【What if the medication is currently / temporarily out of stock?】

- Pharmacist: Sorry, 【Brand name】 is now out of stock. We'll have it tomorrow afternoon. We'll call you when it's ready.
- Patient: Sure, I'll come back tomorrow, thank you.
- Pharmacist: Thank you, have a nice day.

Conversation with a pharmacist (Prescription medicine)

- Patient: Hi, I'm here to pick up my prescription.
- Pharmacist: Ok, I need to see your health insurance card, please.
- Pharmacist: Here you go, Mrs. Wang. I see you need refills every month.

Would you like to sign up for **automatic refills**? We'll **call you or text you** each month when it's ready to be picked up.

- Patient: Great ! I wanna do the automatic refills, Thank you.

Questions about using medicines

1. What is the medicine's name?
2. Is there something I can take without a prescription?
3. Is there a generic available?
4. Why am I taking this medicine? What is the medicine supposed to do?
5. When will the medicine begin to work?
6. How often should I take it?

Questions about using medicines

7. Should I take this with food or without food?
8. Is it safe to drink alcohol with it?
9. What should I do if I miss a dose?
10. How much should I take?
11. If I feel better, can I stop taking the medicine?
12. How many days should I take it?

Questions about using medicines

13. Are there any side effects?

14. Is this okay for pregnant women?

15. Does this medicine have any side effects?

16. Can I take this medicine with other medicines I already take?

17. Is it OK to give this medicine to my children (to my kids)?

Questions about using medicines

19. While using this medicine, should I avoid:

Driving, operating machines? Drinking alcohol? Eating certain foods?

Taking certain medicines (prescription, OTC, or dietary supplements?)

20. How should I store the medicine?

At room temperature? Or in the refrigerator?

Away from heat, sunlight, or humidity?

COMMON
SIDE EFFECTS

- Diarrhea, constipation
- Difficulty swallowing, heartburn
- Gas, stomachache, nausea, vomiting
- Pain, joint or muscle pain, backache
- Itching, skin rash(rashes)
- Numbness, cramping, tingling
- Increased thirst, dry mouth
- Fever, chills, sweating, cold sweats
- Dizziness, drowsiness
- Fatigue, tiredness, weakness

SYMPTOMS
OF
FLU AND COLD

- Fever or feeling feverish / chills
- Sore throat
- Runny or stuffy nose, sneezing
- A feeling of liquid running down the back of your throat (postnasal drip)
- Cough, wheezing, SOB, hoarseness
- Muscle or body aches
- Headaches, dizziness
- Fatigue, tiredness
- Vomiting and diarrhea

Popular OTC Medicines

- Cold **medicines**
- Cough **medications**
- Antihistamines
- Decongestants
- Antacids, acid reducers
- Analgesics = 【 】
- Antipyretics = 【 】
- Antidiarrheals
- Laxatives
- Hypnotic = 【 】
- Herbal products and 保健食品
【 】
- Throat lozenges = 【 】
- Cough mixture = 【 】

Popular OTC Medicines

- Oral contraceptives = 【 】 vs 事後避孕藥 【 】

- 眼藥水 【 】 + **for**

Eye drops may be able to relieve the following eye symptoms:

Dryness. Redness. Itching. Soreness. Swelling. Discharge. Conjunctivitis

- 外用藥膏 【 】

It's the topical cream for eczema. **Apply to** affected area and gently **rub in**, usually up to 4 times a day or as directed by your doctor.

Popular Medical Devices

- Finger pulse oximeter
- Forehead thermometer
- Blood pressure monitor
- Blood glucose meter
- Weight meter / Body fat scale
- Rubber gloves / PVC gloves
- Wheelchair / Walker / Cane / Crutch
- Braces
- Arm sling
- First aid kit (povidone-iodine solution, saline solution, gauze, cotton swabs, bandage, adhesive bandage, adhesive tape)
- Cold / hot pack
- Hydrocolloid dressing



**Thank you for
your nice listening !
Any questions ?**