

## ESL –EL CIVICS Sample Lessons for Medicines and Pharmacy

### Background:

Students in Level 2 (High Beginning ESL) study about medicines – over the counter and prescription medicines. They learn about basic illnesses and over the counter medicines available at pharmacies and drugstores. They also learn how to get a prescription filled at a pharmacy.

### Directions for Instructors:

Instructors are referred to a wiki page full of handouts, PowerPoints, exercises, activities and visuals for assisting their students to learn about medicines and how to converse with pharmacists. The wiki page is <http://elcivics30.pbworks.com>.

### Lesson #1:

#### How to Fill a Prescription

- Go through these steps with your class.
- Practice with Partner A and Partner B.
- Use the sample dialogue.
- For the next class period, make strips with the steps and mix them up. Ask the students to order them.

Handout: How to Fill a Prescription.doc

### Lesson #2:

#### Questions to Ask

- Go through the handout with your class. Talk about the vocabulary, e.g. allergic, pregnant, storage, alcohol, etc.
- Students will be asked to respond to questions and to ask their own questions during the EL Civics assessment.

- Practice with these questions in a Partner A and Partner B pairing similar to the previous exercise.

Handout: [Talking with a Pharmacist.doc](#)

More about Questions: [justAskDozenQs.pdf](#)

### **Lesson #3: Sample Conversations about OTC Medicines and Prescriptions**

These are great dialogues to practice: [Sample Conversation with a Pharmacist.docx](#)

### **Lesson #4: Role play with a Pharmacist**

Using the DVD in from the Media Room, "Talking with a Pharmacist", go through these two pages with your students about 1 week before the assessment.

[Role Play Conversations with a Pharmacist.doc](#)

### **Lesson #5: Practice Test**

Ask your students to practice charting medicines. Using the boxes of realia (empty over-the-counter medicine boxes and prescription drug containers), each student charts 1 OTC and 1 prescription container using this handout.

[Medicine Chart\\_Practice.doc](#)

Give students time to complete the chart. Show two or three good examples on the Elmo.

Collect charts and review them for completeness and legibility. Return the charts and note any concerns.

## Lesson #6: Test

### Testing Tasks for 2009 – Level 2

**Civic Objective:** Demonstrate how to use pharmacies/drug stores and medicines.



#### **Test Task 1: Role Play – Speak to a Pharmacist**

**20 points possible**

The assessor will take the role of a pharmacist and talk with each student. The student needs to ask and respond to seven questions, such as requesting that a prescription be filled, etc. The student will have a sample prescription provided. The student will be evaluated on the content of the questions and responses given.

#### **Test Task 2: Read and Chart Medication Information**

**16 points possible**

Given 4 medicines (over-the-counter and prescription), each student sits in the assessment area to complete a chart showing information about each medicine, e.g. prescription number, expiration date, dosage, and warnings.

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**All answers must be correct and comprehensible to count.**

**26 points are needed to pass**

**36 points possible**

A rubric is followed by the assessor and marked for each individual student in a testing room. Scored rubrics and medicine charts are collected and reviewed by the instructional support office.

**EL Civics Additional Assessment Curriculum**  
**Civic Objective #30.1: How to Use Medicines and Pharmacies**

## **How to Fill a Prescription**

Your doctor just gave you a prescription, what should you do?

1. Take your prescription to a nearby pharmacy or drug store.
2. Walk up to the pharmacy counter.
3. The pharmacist will need the prescription. In order to fill a prescription, the pharmacist must have the name, city, state, phone and fax number of the doctor that prescribed it.
4. The pharmacist will make a patient profile in the computer by recording information about you. You will need to give your name, your address, your phone number, your gender, and your date of birth.
5. The pharmacist will also ask about any allergies and general medical conditions.
6. The pharmacist will ask if you have an insurance card. Show your insurance card to the pharmacist.
7. The pharmacist may ask if you have questions. This is a good time to ask for a generic brand if possible.
8. Then, you will need to wait a few minutes. The pharmacist will prepare the prescription bottle and count the pills.
9. The pharmacist calls your name when the prescription is ready.
10. Walk up to the pharmacy counter and talk with the pharmacist. Make sure you understand all the



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directions. How many pills to take...when to take the pills...to eat food with the pills or not...to finish the whole prescription or not...possible side effects, etc. Ask the pharmacist any questions you have about the medicine.

11. Pay for the prescription.



12. Take home the prescription. Follow all the directions. If you have a question, call the pharmacy or your doctor.

Let's practice. Divide into partners. One person will be the pharmacist; the other will be a patient/ customer. Role play a visit to the pharmacy.

Partner A: Patient / Customer

Fill in your name, address, date of birth, and today's date on your prescription. Take your prescription to the pharmacist. Answer all his/her questions. Ask at least 4 questions of your own. Use the sample prescription handout.

Partner B: Pharmacist

You have a new customer. Ask all the necessary information for a patient profile. Ask if he/she has any questions. Fill the prescription and go over all the directions. Use the sample medicine handout.

*Note to Instructors: There are two types of prescriptions and two medicines.*

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**Civic Objective #30.1: How to Use Medicines and Pharmacies**

## Sample Dialogue

Customer: I would like to have this prescription filled please.

Pharmacist: Have you been to our pharmacy before?

Customer: No, I haven't.

Pharmacist: Okay. I need some information from you. Do you have your medical insurance card with you?

Customer: Yes. Here it is.

Pharmacist: What is your name?  
What is your address?  
What is your date of birth?  
Have you used this medicine before?

Customer: (Answer each question.)

Pharmacist: Do you have any questions?

Customer: No, not yet.

Pharmacist: Okay, that will take about 20 minutes.

Customer: Thank you. I will wait.

*Twenty minutes later...*

Pharmacist: Here is your medicine. Do you have any questions?

Customer: Yes, what is this medicine used for?

Pharmacist: It is used for \_\_\_\_\_.

Customer: How much do I take?

Pharmacist: You take \_\_\_\_\_.

Customer: Are there any side effects?

Pharmacist: Yes. You may feel \_\_\_\_\_.

Customer: Is it okay for my child to take this medicine?

Pharmacist: Yes / No.

Customer: Are there any warnings?

Pharmacist: Yes, don't take too much. Follow the directions.

Customer: Thank you.

Pharmacist: Please call if you have any more questions.  
Goodbye.

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**Civic Objective #30.1: How to Use Medicines and Pharmacies**

## **Talking with a Pharmacist**

**When you receive a prescription medicine, make sure you understand all about it.**

### **What Questions Should I Ask?**

What is the medicine's name?

Is there a generic available? (Generics save money.)

Why am I taking this medicine?

When should I take it?

Should I take this with food or without food?

Is it safe to drink alcohol with it?

If I forget to take it, what should I do?

How much should I take?

How many days should I take it?

What problems should I watch for?

Is this okay for pregnant women?

Will I have an allergic reaction?

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

Does this medication require special storage conditions (for example, at room temperature or in a refrigerator)?

Are there special side effects that I should look for? What should I do if I notice any of these side effects?

Is it OK to cut pills in half or crush them to mix into foods?





## ...A Dozen Questions to Help you Understand Your Medicines

### A Dozen Questions to Help You Understand Your Medicines

Print this page and take it with you on your next visit to your doctor or pharmacist.

1. What are the brand and generic names of the medicines?
2. What is the medicine supposed to do?
3. How should I use the medicine?
  - by mouth
  - in the eye or ear?
  - on the skin?
  - by injection?
  - other?
  - how much?
  - how often and what time? (e.g., morning, at bedtime)
  - for how long?
  - with meals or without food?
4. What should I do if I miss a dose?
5. When will the medicine begin to work?
6. How will I know if the medicine is working and what should I do if it doesn't seem to work?
7. What tests, if any, will be needed once I start taking this medicine? When will my first test be?

8. What side effects should I watch for?
  - How long will they last?
  - What should I do if they occur?
  - How can I lessen the side effects?
9. While using this medicine, should I avoid:
  - driving, operating machines, lawn mowers, etc?
  - drinking alcohol?
  - eating certain foods?
  - taking certain medicines (prescription, over-the-counter, and/or dietary supplements)?
  - Are there any other precautions?
10. How should I store the medicine?
  - at room temperature?
  - in the refrigerator?
  - away from heat, sunlight, or humidity?
  - can the medicine be put in another container?
11. Can I get a refill? When?
12. Are there special instructions about how to use the medicine?

### General Information About Using Medicines

#### ...BEFORE YOU USE ANY NEW MEDICINE

Before you use any new medicine, you should tell your doctor, pharmacist, or nurse if you:

- are pregnant or plan to become pregnant
- are breast-feeding
- have any allergies
- are taking any other medicines, including over-the-counter medicines such as aspirin, cold medicines, if you are taking any vitamins, minerals, nutritional supplements, herbals, or alternative drugs
- have any other medical problem.

Take your medicines exactly as you are told by your doctor, pharmacist, or nurse. It is also a good idea to carry with you a list of all the medications that you take, along with their directions. (For a Personal Medication Organizer Form visit: [www.usp.org/pdf/patientSafety/personalMedOrg.pdf](http://www.usp.org/pdf/patientSafety/personalMedOrg.pdf))

Do not share your medicines with anyone, even if they have the same symptoms or condition that you have. It may hurt them.

Do not leave your medicines where children or pets can get them.

Discard unused and expired medicines. Know what to do if you think you have taken an overdose or if a child has taken a medicine by accident. Keep the telephone numbers of your doctor, pharmacist, nurse or poison control center (1-800-222-1222) handy so you can call them at once if needed.

**EL Civics Assessment**  
**Civic Objective #30.1: Health - Pharmacy**

**Sample Conversation with a Pharmacist (OTC Medicine)**

**Pharmacist:** *Hello. Can I help you?*

Student: Yes. I have {\_\_\_\_\_}. I need an over-the-counter/ some  
medicine. [Describe your problem and ask for some medicine.]

Do you have one?

**Pharmacist:** *Yes. We have one right here.*

Student: What is the medicine's name? [Ask about the medicine.]

**Pharmacist:** *It is [\_\_\_\_\_].*

Student: Thank you. How much can I take? [Ask about the dosage.]

**Pharmacist:** *It says on the label that you can take 1 tablet.*

Student: Okay. How often should I take it?

**Pharmacist:** *Every 4 hours.*

Student: Do I need to take it with food? [Ask about when to take the medicine.]

**Pharmacist:** *You need to take it with food. That's on the label, do you see it?*

Student: Yes. I can see that now.

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.*

Student: Is this a generic medicine? Is there a cheaper one? [Ask about generic medicine.]

**Pharmacist:** *No, sorry, this is not the generic one. The generic one is on Aisle 9. Can you  
find it?*

Student: I think so. I have another question.

Can my child take this medicine? [Ask about dosage for children.]

**EL Civics Assessment**  
**Civic Objective #30.1: Health - Pharmacy**

**Pharmacist:** *No, your child should take special children's medicine. This is for adults only.*

Student: Are there side effects? [Ask about side effects.]

**Pharmacist:** *Not really. It's very safe. But if you don't get better, go to your doctor.*

Student: Thank you for your help.

**Pharmacist:** *You are welcome.*

**Sample Conversation with a Pharmacist (Prescription Medicine)**

**Pharmacist:** *Hello. Can I help you? How are you feeling?*

Student: Yes, please help me. I have a prescription. Can you fill it for me?

**Pharmacist:** *Yes. We can do that. Can you wait 5 minutes?*

Student: Okay.

**Pharmacist:** *Here is your prescription. Have you had this medicine before?*

Student: No. I haven't.

What is the name of the medicine?

**Pharmacist:** *It is [\_\_\_\_\_].*

Student: Thank you. How much can I take?

**Pharmacist:** *It says on the directions that you should take 2 capsules.*

Student: Okay. Two capsules.

How often should I take it?

**Pharmacist:** *Every 4 hours.*

Student: Is it safe to take with alcohol?

**Pharmacist:** *No, you can not.*

**EL Civics Assessment**  
**Civic Objective #30.1: Health - Pharmacy**

Student: Do I need to take it with food?

**Pharmacist:** *It is fine to take it with or without food.*

Student: Okay.

Is this the cheapest one? Is this a generic medicine?

**Pharmacist:** *This is a generic. It is less expensive. Do you want a different one?*

Student: No, I want the generic one.

Can my baby take this medicine?

**Pharmacist:** *No, your baby can not take your prescription. It's only for you.*

Student: Are there side effects?

**Pharmacist:** *Yes, you may get drowsy. Be careful when you drive.*

Student: I understand. Thank you.

**Pharmacist:** *You are welcome.*

**EL Civics Assessment**  
**Civic Objective #30.1: Health - Pharmacy**

**Role Play Conversations with a Pharmacist – Mt. SAC ESL DVD**

**First Viewing:** Watch the video. Check which questions the “student” asks the “pharmacist”.

- What is the medicine’s name?
- Is there something I can take without a prescription?
- Is there a generic available? (Generics save money.)
- Why am I taking this medicine?
- When should I take it?
- How often should I take it?
- Should I take this with food or without food?
- Is it safe to drink alcohol with it?
- If I forget to take it, what should I do?
- How much should I take?
- If I feel better, can I stop taking the medicine?
- How many days should I take it?
- Are there any side effects?
- Is this okay for pregnant women?
- Will I have an allergic reaction?
- Does this medicine have any side effects?
- Can I take this medicine with other medicines I already take?
- Is it OK to give this medicine to my children (to my kids)?

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**Civic Objective #30.1: Health - Pharmacy**

**Second Viewing:** Answer at least 3 of these questions. Share your answers with your class.

**Third Viewing:** What side effects does the “pharmacist” talk about?

- |  |  |
|--|--|
| <input type="checkbox"/> Diarrhea              | <input type="checkbox"/> Heartburn     |
| <input type="checkbox"/> Difficulty swallowing | <input type="checkbox"/> Itching       |
| <input type="checkbox"/> Dizziness             | <input type="checkbox"/> Nausea        |
| <input type="checkbox"/> Drowsiness            | <input type="checkbox"/> Pain          |
| <input type="checkbox"/> Fatigue               | <input type="checkbox"/> Rash (rashes) |
| <input type="checkbox"/> Flu symptom           | <input type="checkbox"/> Stomachache   |
| <input type="checkbox"/> Gas                   | <input type="checkbox"/> Sweating      |
| <input type="checkbox"/> Headache              | <input type="checkbox"/> Vomiting      |

**Fourth Viewing:** Watch both conversations again.

1. What kind of over-the-counter medicine does the pharmacist suggest?
2. Who gives the sick person a prescription?
3. Pause while playing the video and answer all the questions asked by the pharmacist in each conversation.
4. Pause while playing the video and answer all the questions asked by the sick person in each conversation.

**After Viewing:** Practice similar conversations with a partner in your class. One partner is the “pharmacist” and the other is the “sick person.” Then, switch.

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medicine. [Describe your problem and ask for some medicine.]

Do you have one?

**Pharmacist:** *Yes. We have one right here.*

Student: What is the medicine's name? [Ask about the medicine.]

**Pharmacist:** *It is [\_\_\_\_\_].*

Student: Thank you. How much can I take? [Ask about the dosage.]

**Pharmacist:** *It says on the label that you can take 1 tablet.*

Student: Okay. How often should I take it?

**Pharmacist:** *Every 4 hours.*

Student: Do I need to take it with food? [Ask about when to take the medicine.]

**Pharmacist:** *You need to take it with food. That's on the label, do you see it?*

Student: Yes. I can see that now.

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.*

Student: Is this a generic medicine? Is there a cheaper one? [Ask about generic medicine.]

**Pharmacist:** *No, sorry, this is not the generic one. The generic one is on Aisle 9. Can you  
find it?*

Student: I think so. I have another question.

Can my child take this medicine? [Ask about dosage for children.]

**EL Civics Assessment**  
**Civic Objective #30.1: Health - Pharmacy**

**Pharmacist:** *No, your child should take special children's medicine. This is for adults only.*

Student: Are there side effects? [Ask about side effects.]

**Pharmacist:** *Not really. It's very safe. But if you don't get better, go to your doctor.*

Student: Thank you for your help.

**Pharmacist:** *You are welcome.*

### **Sample Conversation with a Pharmacist (Prescription Medicine)**

**Pharmacist:** *Hello. Can I help you? How are you feeling?*

Student: Yes, please help me. I have a prescription. Can you fill it for me?

**Pharmacist:** *Yes. We can do that. Can you wait 5 minutes?*

Student: Okay.

**Pharmacist:** *Here is your prescription. Have you had this medicine before?*

Student: No. I haven't.

What is the name of the medicine?

**Pharmacist:** *It is [\_\_\_\_\_].*

Student: Thank you. How much can I take?

**Pharmacist:** *It says on the directions that you should take 2 capsules.*

Student: Okay. Two capsules.

How often should I take it?

**Pharmacist:** *Every 4 hours.*

Student: Is it safe to take with alcohol?

**Pharmacist:** *No, you can not.*

**EL Civics Assessment**  
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**Pharmacist:** *It is fine to take it with or without food.*

Student: Okay.

Is this the cheapest one? Is this a generic medicine?

**Pharmacist:** *This is a generic. It is less expensive. Do you want a different one?*

Student: No, I want the generic one.

Can my baby take this medicine?

**Pharmacist:** *No, your baby can not take your prescription. It's only for you.*

Student: Are there side effects?

**Pharmacist:** *Yes, you may get drowsy. Be careful when you drive.*

Student: I understand. Thank you.

**Pharmacist:** *You are welcome.*

Look at the 2 medicines you have.

Name: \_\_\_\_\_

School ID Number: \_\_\_\_\_

Level 2 Teacher: \_\_\_\_\_

**LIST THE MEDICINES YOU SEE and ANSWER THE QUESTIONS:**

Name of Medicine	What is the dosage for adults?	What is the dosage for children?	Why Do People Take It?	Any side effect?	First Active Ingredient?
Prescription medicine name	What is the dosage?	Doctor's name	Discard after what date?	Any refills possible?	What form is in? (check below)
					<input type="checkbox"/> capsule <input type="checkbox"/> tablet <input type="checkbox"/> liquid <input type="checkbox"/> spray

**Scoring Guide:**

100% correct (12 correct answers) = 12 points

92% correct (11 correct answers) = 11 points

83% correct (10 correct answers) = 10 points

75% correct (9 correct answers) = 9 points

Legibility, neatness, spelling = Add 2 pts. OR 0 pt. (Circle one.)

**POINTS TOTAL = \_\_\_\_\_ / 14**

**(10 points needed to pass)**

Practice Test for Charting Medicines....use the box of OTC and Prescription medicines...have 2 available for each student.