

SETTING

Community Pharmacy

CLIENT

You have recently been prescribed some sleeping tablets, as you have been unable to sleep well for some time. You had the sleeping tablets dispensed at your local pharmacy and have taken them for two nights and found them to be effective. Today, your daughter, a nurse, visited you and you read a drug information book which she had with her. You learned that the 'sleeping drug' is classified as an antidepressant drug. You feel sure that the pharmacist has dispensed the wrong medication to you and have returned to the pharmacy to complain.

TASK

- Point out that the wrong medication has been dispensed.
- Insist that you are not depressed and accuse the pharmacist of dispensing the incorrect medication on purpose.
- Interrupt the pharmacist while he/she is explaining the actions of the drug to you.
- Be difficult to reassure even after sighting the prescription that indicates that the medication is correct.

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PHARMACIST

Three days ago you dispensed a tricyclic antidepressant tablet for the client. The drug ordered has significant anticholinergic side effects, especially sedation. The client has returned claiming that the wrong tablets have been dispensed.

TASK

- Explain that the correct medication has been dispensed and find out why the client believes that there has been an error.
- Reassure the client about the doctor's intentions in prescribing the drug and yours in dispensing it (i.e., is a sedating drug, although classified as an anti-depressant; often prescribed for sleeping difficulties).
- Find out what further information you can provide. If necessary, offer to show the client the prescription to prove that you have correctly dispensed the medication.
- Try to persuade the client to accept the medication.