

Class & Group	Seat	Name	Student number	Date	Handout Number

1. Pharmacist: You don't look happy. What seems bothering you?
2. **Customer: I have the flu.**
3. Pharmacist: What, _____?
4. **Customer: Yeah, please give me something that will relieve my _____.**
5. Pharmacist: Alright, how do you feel?
6. **Customer: I've had a sore throat and headache since yesterday.**
7. Pharmacist: What color is your _____? Do you have a fever or chills, runny nose, cough, _____, muscle aches, pain in your joints or fatigue?
8. **Customer: Well, my phlegm is greenish yellow and _____, but other than that my only symptoms are a sore throat and a headache.**
9. Pharmacist: Then you may just have a common cold with secondary _____ infection, influenza, which is a viral infection. Influenza causes more serious symptoms, as I have described, and can even be fatal.
10. **Customer: Oh, okay. Anyway, can you help me out?**
11. Pharmacist: Well, assuming you have a bacterial infection, you may need antibiotics. You'd better go and see a physician. Antibiotics are _____ drugs.
12. **Customer: Well, just give me something for my headache, if you don't mind.**
13. Pharmacist: Well, I can provide you some aspirin or other analgesics. But for your sore throat, you need some antibiotics.
14. **Customer: In that case, I guess I might as well see my doctor right now. His _____ is just around the corner, and should be open until at least 7 p.m.**
15. Pharmacist: So, you're going to visit the Green Clinic?
16. **Customer: That's right.**
17. Pharmacist: Good. By the way, may I ask how you got this _____?
18. **Customer: Well, you see, my friends and I have been camping out on the beach and eating hot chilli curry for the past 4 days. We were getting pretty wild, shouting and singing a lot. And although we had plenty of liquor, we didn't bring enough drinking water; and there were no sources of fresh water nearby.**
19. Pharmacist: Ah-ha, no wonder you have a sore throat and a headache. You must be _____ as well. Drink some sports drinks or sodium _____. That will help you relieve your headache. Still, you'd better see the physician for that sore throat. It's a bacterial infection, so you need antibiotics.
20. **Customer: Thanks. You've been helpful. See you some other time.**
21. Pharmacist: See you, and take good care.