

## English for Pharmacist

1. Greeting & Everyday Conversation
2. Prime Question
3. Symptom & Indication
4. Warning, Precaution & Patient education
5. Rough Situation
6. Special Equipment

### Greeting & Everyday Conversation

#### การทักทาย (Greetings)

Good morning/ Good afternoon/ Good evening/ Good night อันนี้คงจะเห็นกันบ่อยๆ ใช้กันมาก ก่อนข้างที่จะเป็น  
ทางการ

Hello/ Hi จะใช้ทักทายในโอกาสที่ไม่เป็นทางการ

How do you do? (คุณสบายดีไหม) ใช้เมื่อเจอกันครั้งแรก ต้องตอบว่า How do you do.

How are you?/ How have you been?/ How are you doing?/ How are things?/ How's it going? ล้วนเป็นการถาม  
สารทุกข์สุกดิบ

วิธีตอบก็เช่น Fine (Thank you/ Thanks)/ Very well/ Good/ All right/ So-so/ Okay/ Not bad

Good bye/ See you again/ See you later/ See you/ Bye ใช้เมื่อจะลาจากกัน

นอกจากนี้ก็ยังมีการอวยพรสั้น เช่น : Have a nice trip. (ขอให้สนุกในการเดินทาง)

Have a nice day/ weekend. (วันนี้/ สุดสัปดาห์นี้ ขอให้ได้รับความสุขสนุกสนาน)

Take care. (ดูแลตัวเองด้วยนะ)

#### คำตอบรับหรือปฏิเสธแบบสั้นๆ

ปกติที่เรามักจะเห็นบ่อยมากก็คงจะหนีไม่พ้น Yes และ No แต่เราสามารถที่จะพูดแบบอื่นได้อีกด้วย เช่น

Certainly. แน่แน่นอน ตรงข้ามกับ Certainly not. ไม่.....แน่นอน

Of course. แน่ละ ตรงข้ามกับ Of course not. ไม่.....แน่ละ

I hope so. หวังว่าคงจะเป็นเช่นนั้น ตรงข้ามกับ I hope not. หวังว่าคงจะไม่เป็นเช่นนั้น

Perhaps so. บางทีอาจจะเป็นอย่างนั้น ตรงข้ามกับ Perhaps not. บางทีอาจจะไม่เป็นอย่างนั้น

I think so. ฉันก็คิดว่าอย่างนั้นแหละ ตรงข้ามกับ I don't think so. ฉันไม่คิดว่าอย่างนั้น

By all means. ได้แน่, ไม่มีปัญหา

That's right. ถูกแล้ว

Not at all. ไม่เป็นไรเลย

That's it. ชั่งจิ้นซี

Not yet. ยัง

That's true. จริงๆ

Very likely. น่าจะเป็นเช่นนั้น

I see. อ้อ! เข้าใจละ

### การแสดงความเห็นใจ (Sympathizing)

- |                    |   |
|--------------------|---|
| 1. That's too bad! | 5. What a pity!                         |
| 2. That's a shame! | 6. I'm (very) sorry to hear about that. |
| 3. That's a pity!  | 7. I'm (very) sorry.                    |
| 4. What a shame!   | 8. I'm so sorry.                        |

### การขอบคุณ (Gratitude)

- |                                       |                        |
|---------------------------------------|------------------------|
| 1. Thanks/ Thank you (for saying so). | 4. Thanks (very much). |
| 2. It's nice of you to say so/that.   | 5. I'm very grateful.  |
| 3. Thanks (for telling me).           |                        |

เราสามารถพูดตอบรับขอบคุณจากคนๆ นั้น ได้ด้วยประโยคต่อไปนี้

- |                             |                                 |
|-----------------------------|---------------------------------|
| 1. You're welcome.          | 6. I'm glad I could do it.      |
| 2. Don't mention it.        | 7. I'm glad I could help.       |
| 3. No problem.              | 8. I'm glad I could be of help. |
| 4. Glad to be of help.      | 9. (It was) my pleasure.        |
| 5. It was nothing (at all). | 10. Any time.                   |

### การขอให้กล่าวซ้ำ (Asking for Repetition)

- |                                      |                                       |
|--------------------------------------|---------------------------------------|
| 1. Excuse me? Pardon me?             | 9. Would you please repeat that?      |
| 2. I beg your pardon?                | 10. Would you mind saying that again? |
| 3. What was that you said?           | 11. I didn't (quite) catch that.      |
| 4. Could you say that again, please? | 12. I didn't get that.                |
| 5. Would you say that again, please? | 13. I missed that.                    |
| 6. Would you mind repeating that?    | 14. I'm lost.                         |
| 7. What did you say?                 | 15. I'm not following you.            |
| 8. Could you please repeat that?     |                                       |

### การแสดงความลังเลใจ (Hesitating)

1. I don't know where to begin.
2. I don't know where to start.
3. I don't know what to say.

4. Well, let's see .....
5. Well, .....
6. Let me see .....
7. Let's see .....
8. Hmm .....
9. Okay .....
10. Uh .....
11. I think .....
12. I guess .....
13. Gee-uh .....

### การขอร้อง (Requests)

1. Would you mind if I .....
2. Would it bother you if I .....
3. Would it disturb you if I .....
4. Could I ask you to .....
5. Could I ask you a favor?
6. Can you help me with this?
7. Could you please .....
8. May I ask you .....
9. Is there anything I can do for you?
10. Please .....

### การชื่นชม (Appreciation)

1. I appreciate it/ that.
2. It's (vary) nice/ kind of you to offer.
3. Thanks for offering.
4. I appreciate your offering.
5. That's (very) nice/ kind of you.
6. That would be nice.
7. You're very kind/ nice.
8. I'm very grateful (to \_\_\_\_\_).
9. I really appreciate it.
10. I appreciate it very much.
11. It was very nice of you (to \_\_\_\_\_).
12. I can't begin to tell you how much I appreciate \_\_\_\_\_ .

13. I want to express my appreciation to \_\_\_\_\_ .

### การเสนอช่วยทำบางอย่าง (Offering to Do Something)

1. Do you want me to \_\_\_\_\_?
2. Would you like me to \_\_\_\_\_?
3. I'll \_\_\_\_\_, if you'd like.
4. I'll be happy/ glad to \_\_\_\_\_, if you'd like.
5. I'd be happy/ glad to \_\_\_\_\_, if you'd like.
6. Let me ( \_\_\_\_\_ ).

### การเสนอให้ความช่วยเหลือ (Offering to Help)

#### การพูดเสนอ (Making an Offer)

1. (Do you) want/ need any help?
2. (Do you) want/ need a hand?
3. Can I help?
4. Can I give you a hand?
5. Would you like me to help you \_\_\_\_\_?
6. Do you want me to help you \_\_\_\_\_?
7. I'd be glad/ happy to help you \_\_\_\_\_, (if you'd like).
8. Let me help you \_\_\_\_\_ .
9. Would you like any help \_\_\_\_\_ing?
10. Can I do anything to help?
11. Is there anything I can do to help?
12. Is there anything I can do to help?
13. Can I help?
14. I'd be happy/ glad to give you a hand.
15. I'd be happy/ glad to lend a hand.
16. I'd be happy/ glad to help.
17. Let me give you a hand.
18. I'm happy to lend a hand.
19. Let me \_\_\_\_\_ .
20. Allow me to \_\_\_\_\_ .
21. May I help you?
22. Can I help you?
23. Is there anything/ something in particular I can help you find?
24. Is there anything/ something you're looking for in particular?

25. Is there anything else I can help you with?
26. Please let me know if I can be of any further assistance.
27. Please feel free to call on me if I can be of any further assistance.
28. If I can be of any further assistance, please don't hesitate to ask/ let me know.

#### **การตอบรับ (Responding to an Offer)**

1. If you don't mind.
2. If you wouldn't mind.
3. I don't want to trouble.
4. I don't want to trouble you/ bother you/ inconvenience you/ put you to any trouble/ put you out.
5. Don't worry about it.
6. That's okay/ all right.

#### **การขอโทษ (Apologizing)**

1. (Oh,) I'm sorry.
2. Sorry about that.
3. I apologize for saying that.
4. I don't mean to make things difficult for you.
5. I don't mean to make things complicated for you.
6. I don't mean to complicate things.
7. I don't mean to give you a hard time.
8. I don't mean to give you "the runaround."

#### **การให้อภัย (Forgiving)**

1. It's O.K.
2. Forget about it.
3. Don't worry about it.
4. No problem.

### Prime Question

1. Patient is sitting in front of the counter for a long time. What should we do?

Excuse me, sir? Are you waiting for the medicine?

Could I have your receipt, please?

Can I see the receipt, please?

Have you seen the doctor yet? Did you contact the cashier?

2. Waiting

The medicine is not ready yet.

Just a moment.

Just a minute.

One moment.

Please have/ take a seat.

Please be seated.

I will call your name when it's ready.

3. Dispensing

Calling the name : If you can't pronounce. Just try. If it still doesn't work. Try harder until the patient comes to you. You might say.

Did I pronounce your name correctly?

Doctors

How many doctors have you seen/ met/ visited today?

Today you've seen just one doctor, right?

Allergy

Are you allergic to any medicines?

Do you have any medicine/ drug allergies?

Have any medicines ever upset you?

Have you ever allergic to any medicines?

If the patient dose allergic to some medicine. We might continue asking these question.

How was it?

What was the symptom? Was it Severe?

How did you manage it?

When did you have drug allergy? Have you ever take it again since then?

Medication history

Are you taking any medication currently?

Are you on the pills?

Have you ever take these medicines before?

Are these the same medicines that you had before?

How do you normally take it?

Is the dosage regimen still the same?

### **Situation : Prime Question**

#### **Situation I : Patient is standing in front of the counter.**

Pharmacist : Excuse me, sir? May I help you?

Patient : Yes. I've just seen the doctor and now I want to get my medicine.

Pharmacist : Did you contact the cashier?

Patient : No, not yet.

Pharmacist : O.K., could you please contact the first? And wait for the cashier to call your name. After that you can bring the receipt to get your medicine here.

Patient : O.K., thanks a lot.

Pharmacist : No problem, sir.

#### **Situation II : Patient already contact the cashier.**

Pharmacist : Good morning, Could I help your receipt, please? \*\* Patient give the receipt to the pharmacist\*\*

Pharmacist : Just a minute, please have a seat.

Patient : My medicine is not ready?

Pharmacist : Umm..Not yet, sir. I'll call your medicine is ready.

#### **Situation III : Calling patients to get their medicine.**

Pharmacist : Mr. peter Johnson, please ..... Mr. Johnson, please.

Hello, sir. Please check your name again, is it correct?

Patient : Yeah, Peter Johnson.

Pharmacist : How many doctors have you seen today?

Patient : Just one doctor. Why do you always keep asking this question?

Pharmacist : Because some patients met more than one doctor so I just want to make sure that you've got all the medicine, you suppose to have.

Pharmacist : Are you allergic to any medicine?

Patient : Nothing that I know.

Pharmacist : OK, Today you have 3 medicines. ....

#### **Situation IV : Asking about allergy.**

Pharmacist : Have you ever allergic to any medicine?

Patient : Yes, I used to allergic to penicillin but it's a long time ago.

Pharmacist : OK, what was the symptom when you took penicillin?

Patient : I had a rash all over.

Pharmacist : Have you ever take it again since then?

Patient : No, never.

Pharmacist : OK, today you won't have any problem about this because the doctor gave different class of antibiotic.

Patient : That's good.

### Rough Situation

1. คำพูดเมื่อสถานการณ์ยาหมดหรือเบิกจากคลังหรือห้องยาชั้นอื่น หรือรอผสมยา

The medicine is out of stock here.

Your medicine need to be mixing.

We have to get the medicine from the main store/ stock on 2<sup>nd</sup> floor/ 3<sup>rd</sup> floor.

It might take a little bit longer than usual.

It may take some more time.

It will take about 10 minutes.

Could you please wait for a moment?

You can come back to get the medicines in about 15 minutes.

We are very sorry for the inconvenient.

2. ผู้ป่วยมาซื้อยาต้องติดต่อกับแพทย์

This medicine can not dispense without prescription from the doctor.

Could you please contact the nurse station to see the doctor first?

3. ผู้ป่วยนำยามาคืนแต่คืนไม่ได้เนื่องจากไม่เป็นไปตาม Policy

We cannot return this medicine for you.

We would accept it only if you are allergic to the medicine and doctor has confirmed.

I really don't have the authority to do so because it is against the policy.

Every medicine that we have got back. We won't use them anymore because it is the want to guarantee the quality of every medicine that dispense from the hospital.

4. การสื่อสารกรณีที่ต้องค้างยาผู้ป่วยให้มารับครั้งหน้าหรือให้ส่งยาให้ผู้ป่วย

The medicine is out of stock right now.

We have run out of this medicine. The lot will be coming next week.

You might have to come to get the medicine next time.

Do you want me to mail it to you?

Or do you want to come and get it yourself?

I will give you a receive form. When the medicine comes I will notify you. You just bring this receive from to get your medicine.

We are sorry for the inconvenient.

5. กรณีไม่มียา/ ของ และต้องไปผู้ป่วยไปซื้อจากที่อื่น

Sorry, we don't have this medicine in the hospital.

I afraid that you might have to buy it from somewhere else.

You might find it from some drug stores nearby big hospitals like Rama or Siriraj.

6. กรณีตามผู้ป่วยที่ยังไม่ได้รับยา หรือรับยาไม่ครบ คิดเงินไม่ครบต้องค้างค่าใช้จ่าย

Already pay

This is calling from BH, Pharmacy department.

Yesterday you came to the hospital. You have forgotten to pick up your medicine which you already paid.

Could you come to get it?

You can come here any time you're available. From 7 am – 9 pm please contact the pharmacy department on 2<sup>nd</sup> floor. And please bring your receipt with you.

Not pay yet.

Please contact the cashier and bring the receipt to get your medicine.

คิดเงินไม่ครบ

The day that you came to the hospital. We've undercharged your expenses.

You can pay for it with next visit.

We are very sorry for the mistake.

7. คิดเงินไม่ครบ/ คิดเงินผิด ต้องเปลี่ยนใบเสร็จ

There is a mistake about charging your medication.

I've undercharged/ overcharged your medication

You might have to contact the cashier again

Which number of the cashier did you contact?

Please contact the same cashier did you contact?

Which cashier did you contact?

Please contact the same cashier again.

8. Order ไม่ชัดเจน ต้องรอ Confirm แพทย์

There are some problem about your prescription.

The prescription is not clear.

I have to consult the doctor.

I have to confirm with your doctor.

You might have to wait a little bit long

### Situation I

Pt : Hello, I want to but this medicine. I couldn't find it from anywhere. Do you have it here?

Ph : Just a minute, please. Let me check it for you.

Yes, we have this medicine but I can not dispense it without a prescription from the doctor. Would you mind to see the doctor first?

Pt : Why do I have to see the doctor? I've been taking this medication for a long time.

Ph : Yes, I understand that but this medicine have to use under doctor's control that's why I need a prescription.

Pt : OK, where can I see a doctor?

Ph : Is this your first time here?

Pt : Yeah.

Ph : So you have to register first. The registration section is right at the corner over there. You just tell them that you want to but the medicine which need a prescription from the doctor.

Pt : OK, thank you

Ph : You're welcome.

### **Situation II**

Ph : Hello, May I speak to Mr. John Smith, please?

Pt : Speaking.

Ph : This is calling from Bumrungrad Hospital. Yesterday you came to the hospital, right?

Pt : Yes. Is there any problem?

Ph : Do you know that you suppose to have the medicine to take home?

Pt : Yeah, but really didn't have time to wait. Can I pick it up to day?

Ph : Sure, you can.

Pt : where can I get my medicine.

Ph : Please contact the cashier on 2<sup>nd</sup> floor and bring the receipt to get your medicine at Pharmacy department.

Pt : OK, thank you very much.

Ph : No problem, sir.

### **Situation III**

Pt : Is my medicine ready yet? I'm waiting here for almost 15 minute. And there is no other patient at all. What are you doing? I don't get it.

Ph : I'm very sorry. What your name, please? I'll check it out for you.

Pt : Patricia.

Ph : OK, just a minute please. You have one medicine that need to be mixing so it might take some more time.

Pt : So how long do I have to wait?

Ph : Just about 10 minute. I'm very sorry for the inconvenient.

Pt : Alright.

## Symptom & Indication

### Chief complaint

What's the problem?

What seems to be the problem?

### Medicine

#### URI

Headache

Fever

Shiver หนาวสั่น

Pain

Cough

Dry cough/ productive cough (cough with phlegm/ sputum)

Shortness of breath      Bronchodilator

Sore throat

Cold

Runny nose

Stuff nose      nasal congestion

Tried

#### GI

Diarrhoea

Apitite      Loss of apitite/

Stomach ache/ pain

I've been sick/ throwing up/ vomiting.

Indigestion

Peptic/ Gastric ulcer

Colicky pain/ cramps in the stomach/ abdomen

Bloated (ท้องอืด) Flatulance/ wind/ gas (มีลม)

#### Heart

Chest pain

Palpitation

### Indication

#### GI

Antacid : Dioval, Alumed

Reduce gastric secretion : Zantac, Losec, Nexium

Protect the stomach : Ulsanic, Cytotec

Enhance motility : prepulsid

For gas/ bloating : Gastab, Air-X

Nausea/ Vomitting, throwing up : Motilium

Digestive drug, digestive enzyme, For indigestion/ stomach discomfort : Combizym

Abdominal pain/ Colicky pain/ Antispasmodic/ For abdominal spasm : Buscopan, Colofac

For absorb toxin, gas : Ultracarbon

For diarrhea : Imodium, Lacteol

Laxative/ For constipation : Dulcolax, MOM, Senokot

For Increase stool mass/ soften the stool : Mucillin, Agiolax

Vitamin supplement for liver

Heat medicine

Hypertension/ For high blood pressure

Diuretic/ Water pill

Increase blood flow in the brain

For migraine