

OET Speaking Role-Play Card: Pharmacy

Pharmacist's Role Play Card

Topic: Expensive Medication

SETTING	Community pharmacy
PHARMACIST	A customer has come to the pharmacy today to pick up their medication. As you fill the prescription, you see that the expensive medication methotrexate has not been automatically covered by the client's insurance or workplace.
TASKS	[] The client has come to pay for their medications. Inform the client that although one medication appears to be covered by their workplace, the second medication was not approved for coverage. This means that, to receive the medication, they will have to pay for it out of pocket. [] The client says the medication is too expensive and they cannot afford it. Ask them if they have any other type of coverage. [] This medication cannot be discounted. Unfortunately, you cannot waive the cost. Explain that they must pay for the medication before it can be supplied. [] There are no alternatives that you know of for this drug. Tell the client. [] The client seems very upset that they will not be able to get their second medication. Sympathise with the client. [] Consider ways you can help, such as speaking to their doctor again.

Practise your OET Speaking role-play with Benchmark

Use these cards for a timed five-minute role-play. When you are ready for examiner-style feedback, book Speaking mock practice and review the skills that affect your score.

OET Speaking mock test	Practise realistic role-plays with feedback on fluency, intelligibility, relationship building and clinical communication. edubenchmark.com/oet-speaking-practice
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OET Speaking Role-Play Card: Pharmacy

Patient's Role Play Card

Topic: Expensive Medication

SETTING	Community pharmacy
PATIENT	You have come to the pharmacy today to collect your prescription for medications that treat your rheumatoid arthritis. Part of the prescription contains methotrexate, which is expensive. You are not sure whether your workplace covers the cost of the full prescription.
TASKS	[] The pharmacist tells you that only one of the medications in the prescription is covered by your workplace. You will have to pay for the second medication out of your own pocket. Tell the pharmacist that you cannot afford this. [] Tell the pharmacist that you have no other type of coverage for which you are eligible. Ask whether they would be able to give you a discount. [] Ask the pharmacist whether there are any cheaper alternatives to that medication. [] You are very upset that you will not be able to take this medication. It is crucial for your treatment.