

Appendix 2. Instructor's guide for role-play scenarios.

What the pharmacist(s) did correctly or could have done better in dealing with each patient was told to the students in the audience (subjects) *after* the actors completed each role play. The educational section of the intervention, in which some typical traits of different cultures were presented to the class, is not provided here. Please contact the authors for a copy of the presentation.

Scenario 1: Indian scenario. Patient: Female, "X." Pharmacists: two males.

X's character: X has a quiet character. She does not talk much. She has come to the pharmacy with a prescription for Orthotricycline®, an oral contraceptive. Being an Indian lady she is not comfortable talking about contraceptives with a "male" pharmacist. She has questions regarding the oral contraceptive, but since she sees a male pharmacist at the pharmacy counter, she does not ask any questions. When she reaches the pharmacy counter she just slides the prescription upside-down to the pharmacist without saying anything.

Expectations from the pharmacists: Pharmacist needs to counsel X on the use and precautions of using the contraceptive. He needs to ask her if she will be comfortable talking to him at the counter or in the counseling room. He has to be proactive and ask her if she has questions. He also needs to ask her if she understands the information, he is giving her.

Learning: Indian females are generally uncomfortable talking about contraceptives and other feminine problems with healthcare professionals, particularly with male healthcare professionals. They are also very conservative when it comes to face-to-face conversations about feminine problems. They are uncomfortable when the physical distance between the counselor and the listener is less.

Scenario 2: American Sign Language scenario. Patient: Deaf female, "Y"; Pharmacists: one male and one female pharmacist.

Y's character: Y cannot hear (deaf) and uses sign language to communicate with people around her. She has a stomachache and has come to the pharmacy to get an over-the-counter (nonprescription) drug.

Expectations from the pharmacists: Pharmacists should first figure out a way to communicate with Y. They can use a pencil and paper or some sort of sign language to communicate. They need to make sure that their questions and Y's replies are well understood. They can either recommend a nonprescription drug to Y, ask her to schedule an appointment with her physician, or contact a professional interpreter to assist them.

Learning: Since verbal communication is not possible, it is difficult to interact with such patients. Also, the information that is conveyed may not be well understood by the patient or the pharmacists.

Scenario 3: Hispanic scenario. Patients: 2 Hispanic males, "A" and "B." Pharmacists: one male and one female pharmacist.

Patients' characters: A and B are both Hispanic. A cannot understand nor communicate in English. His friend, B, can understand and communicate partially in English. A has a prescription for Prevpac®, a combination of Amoxicillin, Clarithromycin, and Lansoprazole, to cure duodenal ulcers. Since A does not understand English at all, B serves as his interpreter and talks to the pharmacist and conveys the information.

Expectations from the pharmacists: The pharmacists should make sure that B will listen to what they have to say and interpret the information accurately to A in Spanish. They need to confirm the information that B conveys to them is accurate. B will act as a relay and the pharmacist needs to convey the dosing information of Prevpac to A.

Learning: Many Hispanic patients do not understand or communicate fluently in English. They need an interpreter or a partner when they go to a pharmacy. Language is a barrier in this scenario and we will see how difficult the use of an interpreter is. It is recommended that pharmacists learn common phrases and terms for communicating with Hispanic patients. They should also carry out in-house activities through which they can educate other pharmacists and technicians about Hispanic cultures and languages.