NEW CANADIAN ENGLISH · PHRASEBOOK · LESSON 2

At the Pharmacy

Sam takes his prescription to the pharmacy. Learn how to drop off a prescription, talk about your drug plan, ask how to take your medicine, and pay at the counter.

Part 1: Dropping Off

"Are you dropping off or picking up?"
SAY IT OUT LOUD

drop off = give your prescription · pick up = get your medicine
Look for the DROP OFF and PICK UP signs

"I'm dropping off a prescription."
SAY IT OUT LOUD

= you are giving them your doctor's note
Say it when you arrive at the counter

"Is this your first time here?"

= the pharmacy will make a profile for you
Name · date of birth · health card · allergies

"Do you have a drug plan?"
SAY IT OUT LOUD

drug plan = insurance that helps pay for medicine
Many people get one through work
"No, I don't have a drug plan."

"Is this covered by OHIP?"
SAY IT OUT LOUD

covered = paid for
OHIP pays for doctor visits — most adults pay for prescriptions
Age 24 or younger, no private plan? OHIP+ can help

"It will be ready in ___."

= when you can pick up your medicine
It will be ready in one hour.
It will be ready tomorrow.

"I'll wait." / "I'll come back later."
SAY IT OUT LOUD

= two easy ways to answer
I'll wait = stay at the pharmacy
I'll come back later = leave and return

Part 2: Picking Up

"Your prescription is ready."

= you can pick up your medicine now
They often ask your date of birth to check it's you

"How should I take it?"
SAY IT OUT LOUD

= the most important question at the pharmacy
How much · how often · when

"Take it with food."

= eat something when you take your medicine
on an empty stomach = before you eat

"Do I need to finish all of it?" SAY IT OUT LOUD	*= should I take every pill?* Some medicines: yes · some: no — always ask
"Are there any side effects?" SAY IT OUT LOUD	*side effect = an unwanted effect of a medicine* upset stomach · feeling sleepy
"Are there any refills?"	*refill = more medicine without a new doctor visit* Your label shows how many refills you have
"Can I pay by debit?" SAY IT OUT LOUD	*tap = touch your card on the machine* "Can I pay by credit card?"
"Would you like a receipt?"	*say yes — keep your receipts!* You may claim medical expenses on your taxes A drug plan may pay you back

Ontario tip

Pharmacists can check and treat some common problems, like pink eye or a cold sore. The visit is free with your health card. Ask: "Can the pharmacist look at this?"

Your turn: practise out loud

PHARMACIST ASKS	YOU SAY
Hi there. Are you dropping off or picking up?	I'm dropping off a prescription.
Do you have a drug plan?	No, I don't. Is this covered by OHIP?
Take it twice a day, with food.	Do I need to finish all of it?
Do you have any questions?	Are there any side effects?
It's eighteen fifty.	Yes, please. Can I pay by debit?

Hear every phrase: **newcanadianenglish.com/pharmacy** · Watch the lesson: **youtube.com/@NewCanadianEnglish**

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