**Verbal Script**

**Pharmacist Enters Work:**

Nurse: Good morning, new day today. Hope you’re ready to start work!

**Doctor Assigns Orders of Medications for a Patient:**

Doctor: Hey there, here is the medication order for the patient in Bed 22, she just got admitted. The antibiotic is needed STAT, while the other 2 are due in 30 minutes.

Pharmacist: Alright, sure.

**\*Pharmacist Uses NEHR\***

Pharmacist: Let’s see here, I need antibiotics and 2 other medications.

**Interruption 1:**

Nurse: I need a STAT dose of Vancomycin for Patient 15.

Pharmacist: Alright, I’m on it.

**Interruption 2:**

Doctor: I’d like counseling for Bed 19 regarding Warfarin.

Pharmacist: Alright, I’ll be on my way!

**\*Continues medical reconciliation using NEHR\***

**\*Interviews Patient at Bed 22 (Patient 1)\***

Pharmacist: Hello, how are you feeling? I'm here to run through your medications with you. Can I get a confirmation for your name and IC number please?

Patient: My name is Ho Yong Hao and my IC number is S1175894Z

Pharmacist: Alright, so you’ll be starting on this antibiotic as well as these 2 other medications from today onwards. Further information will be given once things are more settled okay? Do you have any questions for me as of now?

Patient: Okay, noted. Nope, I don’t have any questions for you.

Pharmacist: Alright, that’s good. If you need anything you can inform the nurses, alright? I’ll get going now.

**Interruption 3:**

Doctor: Hey, you. Need some help here, is there any evidence for the use of metoclopramide in the treatment of migraine?

Pharmacist: \*Checks and informs doctor that there is proven evidence\*

**\*Pharmacist Continues to Verify Supplies for Bed 22 (Patient 1), realises that there is the need for Intervention. Pharmacist Contacts Medical Officer\***

Pharmacist: Hi Ms Janet, you’re in charge of the patient Ho Yong Hao at Bed 22 right?

Medical Officer: Hello, yes. Is there something wrong?

Pharmacist: It seems that the patient’s insulin regime is different from the prescribed dosage. Are you aware of this?

Medical Officer: Ah yes, there seems to have been some last minute changes that were not updated in the system. I will change it, thanks for the reminder.

**\*Enquiry from Nurse\***

Nurse: Hi! Um I have an enquiry, I’m not very sure about the administration of intravenous Amikacin, 1g. Could you help me out with it?

Pharmacist: \*Refers to dilution chart and updates the nurse\*

Pharmacist: The recommended intravenous dosage for adults and adolescents with normal renal function is 15 mg/kg/day.

Nurse: Alright, thank you.

**\*Verification of Ciprofloxacin\***

Pharmacist: \*Calls doctor\*

Pharmacist: Hello Dr. Muthu, I would like to suggest that you change the ciprofloxacin to an alternative beta-lactam such as cephalexin or cefuroxime for the patient in Bed 17. It seems that he is showing allergy reactions to the ciprofloxacin.

Doctor: Oh, okay. Thank you for the information. I will look into it and update you.

Pharmacist: Alright, do get back to me soon thank you.

**The End**