

GOING TO THE PHARMACY



ACKNOWLEDGEMENTS:

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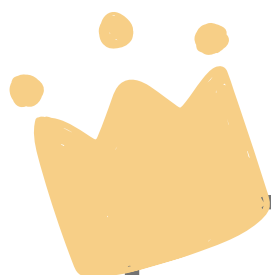
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Special Acknowledgement: Dr. Lisa Guirguis, BSc Pharm, MSc, PhD;
Edmonton Down Syndrome Society



Your Name: _____





Age: _____



What does this kit do?

This kit helps you talk to your pharmacist and work together to stay healthy and feel your best.

WHAT'S INSIDE?

Sections	What's that?
Patient Information	ALL about you!
1. Story 	What is the pharmacy like?
2. Question  Suggestions 	What can you ask your pharmacist?
3. Traffic Lights	What do the traffic lights mean?
4. Body Diagram 	Where does your medication work in your body?
Family Information	Information for loved ones
Tools for Family	Ways for loved ones to help you
Pharmacist Handout	Share this with your pharmacist during your chat and take it back when you're done.

Visiting the Pharmacy

1



Decorate and fill out this booklet.

2



Find the pharmacy counter and wait in line

3



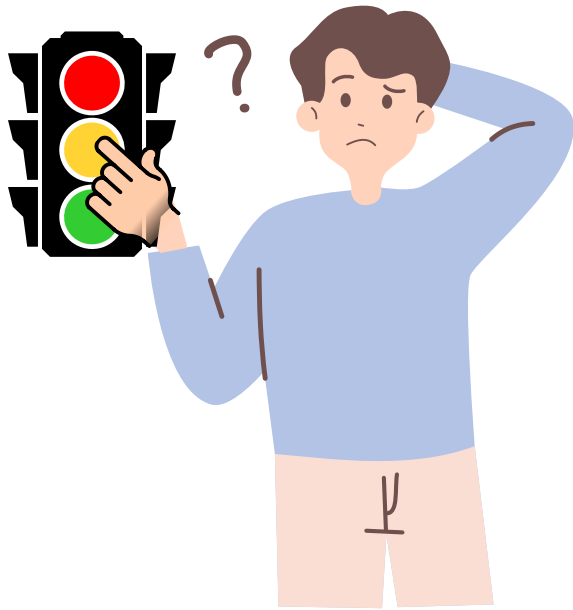
Ask to talk in a quiet place if you want.

4



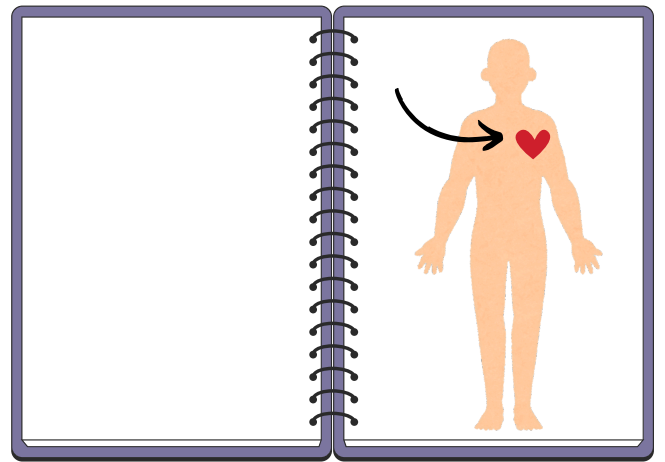
Show the pharmacist the handout.

5



Use the traffic light to show you understand!

6



Use the body diagram with your pharmacist.

7



You can ask any questions you want!

8



Grab your medicine from the pharmacy and take it home

Questions for the Pharmacist

Questions to Ask About Your Health



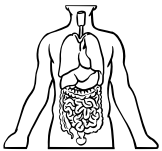
How Many Pills Do I Take?



When Do I Take The Medication?



What Does The Medication Do?



Where Does the Medication Work?



Are There Any Bad Effects?



How Long Will I Be Taking This Medication?

Talking to You

Things You May Like



A Quiet Place to Speak



Shorter Sentences



Speaking Directly to You



Asking About Your Day



Smiling At You



Using Pictures to Explain

Things You May Dislike



A Loud Pharmacy



Speaking Too Fast

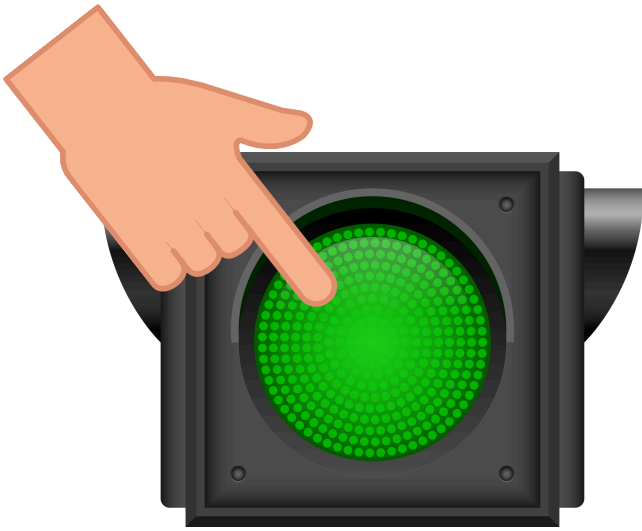


Scary Looking Body Language



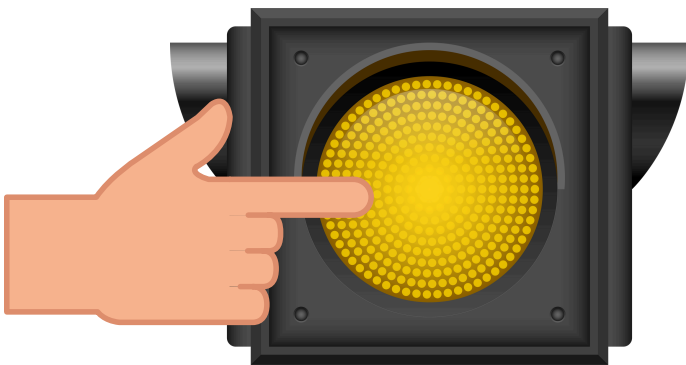
Instructions That are Too Long

Point to the light



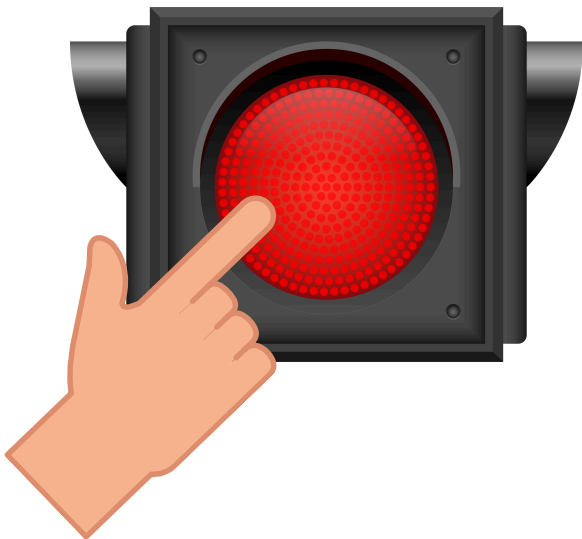
Green Light

I understand!



Yellow Light

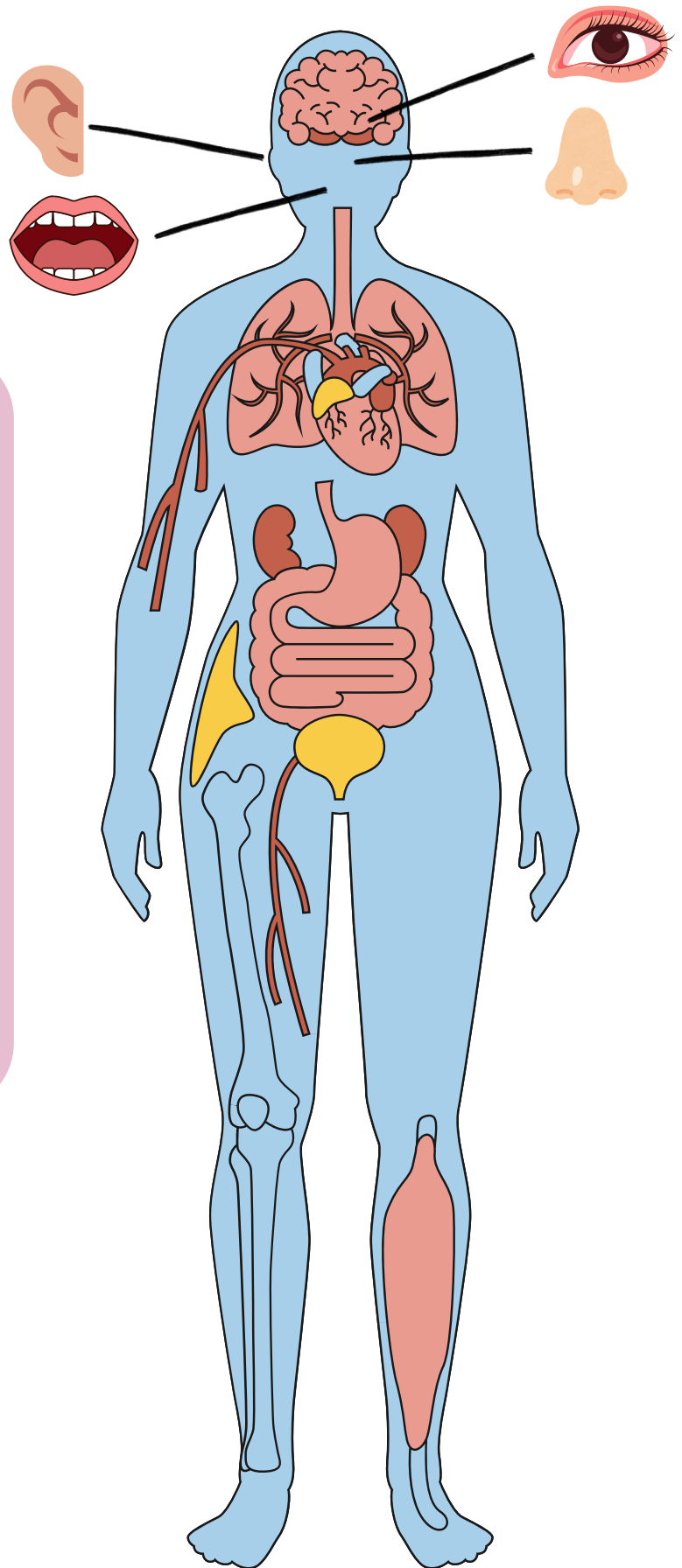
Slow down, I am confused..



Red Light

I don't understand.

Body Diagram



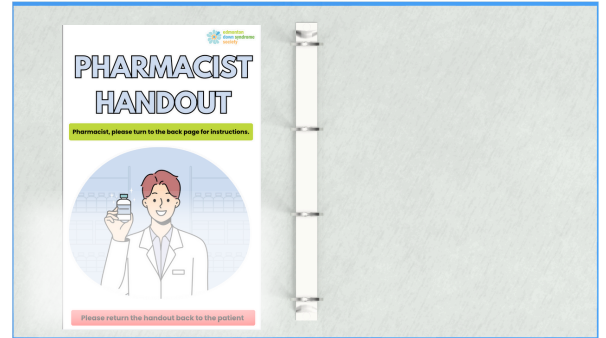
How to Use the Body Diagram:

- Point to or draw on the body diagram to show where your medications work.
- Point to or draw on the body where you are feeling problems.

GRAB THE PHARMACIST HANDOUT AND FILL IT OUT!

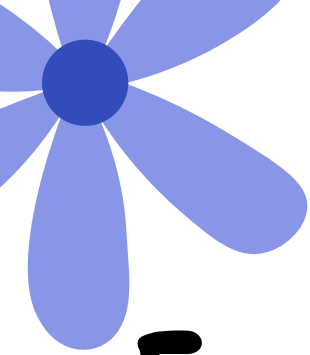
Fill out the “What are your Goals” and “How can you talk to me” sections!

This helps your pharmacist know what you want to know and how you like to talk to people.



Give the pharmacist the handout at the start of your meeting





For Family Members

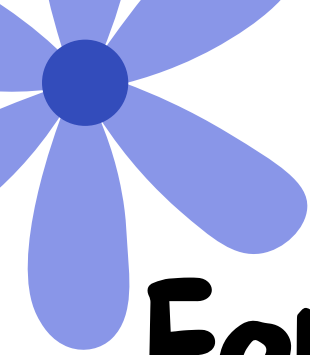
Purpose

This booklet is a guide to help people with Down syndrome talk to pharmacists. The goal is to help them feel in control of their health and be more independent.



Tips For Using This Booklet

The first half of this booklet contains tools to help people with Down syndrome communicate with their pharmacist. We suggest you read this booklet with your loved one and have them practice using the tools. This way, they will feel ready to use it at the pharmacy.



For Family Members

Talking To The Pharmacist

It's best if your loved one is the main person talking to the pharmacist. When you're with your loved one at the pharmacy, the pharmacist should talk to both of you. Let your loved one feel in control of their health by allowing them to lead the conversation. Your job is to listen and support. If you have questions, please wait until the end. Asking questions in the middle might take the focus away from your loved one.

Help the pharmacist talk to your loved one! If you have tips or strategies you use that make it easier to communicate with your loved one, share them with the pharmacist. These tips can be written in the Pharmacist Handout.

Tips For Taking Medications

If your loved one wants to take care of their own medicine, ask the pharmacist about ways to help them remember. Blister packs, pill boxes, and sticker charts are some tools that can help.