

ENGLISH FOR WORK / ENGLISH FOR ACCURATE PHARMACY COMMUNICATION

Pharmacy Technician **English**

Check the detail. Explain the next step.



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Eight practical lessons. Eleven extended conversations.

Vocabulary, phrase banks, guided speaking, and explained answers.

Revised 2026 edition / Upper-intermediate to advanced

Your route through the book

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02 Insurance claims in plain English, page 17

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Explain an unresolved renewal and make a reliable communication commitment without promising prescriber response or medicine availability.

04 Stock enquiries and delivery estimates, page 44

Explain a stock shortage, qualify a supplier forecast, and route alternative-treatment questions without choosing a substitute.

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Recognize an auxiliary-label question and complete a clear pharmacist handoff without interpreting or changing the instruction.

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Suggested study range: B2-C1. This is an editorial study range, not a certified proficiency assessment.

Small wording differences carry important meaning.

Pharmacy communication connects exact product information with patient expectations. Keep a request separate from approval, a delivery estimate separate from stock on hand, and a queue entry separate from completed pharmacist review. Give the person a useful next step without inventing a clinical answer.

Do not fill a gap with a guess

A familiar package, remembered color, or usual prescription does not resolve an unclear current order. Identify the missing detail and use the appropriate pharmacist clarification route.

"The strength field is unclear; the pharmacist needs to clarify it before we can confirm the order."

Translate status, not certainty

Explain what a claim response or work-queue status actually means. A request for prior authorization does not by itself establish permanent exclusion, approval, or a confirmed patient price.

"The plan is asking for prior authorization; no decision has arrived yet."

Keep a handoff accountable

Name the person who accepted the question, what remains unresolved, and the next contact you can genuinely commit to. Do not turn an update window into a promise of supply.

"Jo will call between three and four with the status, not a guaranteed collection time."

Correct a wrong message plainly

If an earlier readiness statement was wrong, say what was wrong, give the verified status, and act promptly on its practical effect. Preserve the correction and actual contact outcome in the record.

"I told you it was ready; that was incorrect. Pharmacist review is still pending."

Professional boundaries

All cases, calculations, and product limits are fictional language exercises, not patient-specific directions or clinical certification. Follow local law, authorized duties, pharmacist direction, privacy procedures, and actual recall notices. Urgent concerns need the appropriate prompt response, not a routine update window. US and UK sources provide context, not interchangeable rules. This book does not teach prescribing, dose selection, or clinical counseling.

A Read the situation

LESSON 01 / PRESCRIPTION INTAKE WITHOUT ASSUMPTIONS

Identify an ambiguous order field and arrange pharmacist clarification without selecting a strength from memory or appearance.

A familiar label does not resolve an unclear strength

Patient Ellis asks technician Nia to complete a prescription order whose strength field is unclear. Ellis remembers a blue label and says the prescriber usually orders the same thing. Nia cannot select the strength. Pharmacist Maya can take the clarification, but no completion time is known. Nia must distinguish remembered information from verified current instructions, explain the unresolved field, and route the question. No medicine name, dose, or numerical strength is provided in this teaching case, and the exercise does not ask the learner to infer one.

People: Ellis, Patient; Nia, Pharmacy technician.

Read the record

Choose one answer per question using the facts above.

1. Which field is unclear?

- A.** A completed insurance decision
- B.** Strength
- C.** Confirmed pickup time
- D.** A verified recall lot

2. What does Ellis remember?

- A.** A confirmed pharmacist approval
- B.** A guaranteed completion time
- C.** A blue label and a usual prescription pattern
- D.** A verified current strength in the supplied facts

3. Who can take the clarification?

- A.** The blue label alone
- B.** Pharmacist Maya
- C.** Nia by selecting the most common strength
- D.** Another patient with a similar label

[Answers and explanations, page 120](#)

B Vocabulary in use

CORE TERMS

prescription

An authorized order for a medicine under the applicable rules.

verify a prescription

prescriber

A professional authorized to prescribe the relevant medicine.

contact the prescriber

strength

The amount of active ingredient in a stated unit or quantity of the product.

clarify the strength

dosage form

The physical form of the product, such as a tablet or liquid.

verify the dosage form

concentration

The amount of a substance within a specified quantity of a preparation.

verify the concentration

frequency

How often a prescribed action or administration occurs.

clarify the frequency

intake

Receiving and organizing information needed to process an order.

complete prescription intake

pharmacist

A qualified medicines professional with the relevant practice authority.

refer to the pharmacist

dose

The amount prescribed for a particular administration.

distinguish dose from strength

active ingredient

The substance intended to produce the medicine's therapeutic effect.

identify the active ingredient

route

The specified way a medicine is taken or applied.

verify the route

directions for use

The authorized instructions for taking or using the medicine.

verify directions for use

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

prescription **PRESCRIPTION**

verify a prescription

Keep the meaning precise: An authorized order for a medicine under the applicable rules.

dose **DOSE**

distinguish dose from strength

Keep the meaning precise: The amount prescribed for a particular administration.

B Precision and professional shorthand

EXTEND YOUR RANGE

quantity

The amount of product specified for supply.
confirm the quantity

brand name

A trade name for a particular product.
confirm the brand name

product identifier

A code or reference identifying a specified product.
verify the product identifier

order field

A defined part of the order record.
clarify an order field

clarification request

A request to resolve an unclear or missing instruction.
route a clarification request

days supply

Days represented by quantity and verified directions under the relevant calculation rules; not proof of actual use.
verify days supply

generic name

The recognized nonproprietary name of the medicine substance.
identify the generic name

NDC

National Drug Code; a United States drug product identification system.
check the NDC

ambiguous entry

Information that permits more than one interpretation.
flag an ambiguous entry

current order

The order presently being processed, distinct from past records.
verify the current order

B Precision and professional shorthand / continued

historical record

Information about a previous order or event.

consult the historical record

verified instruction

A direction confirmed through the appropriate process.

preserve the verified instruction

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

directions for use DIRECTIONS FOR USE

verify directions for use

Keep the meaning precise: The authorized instructions for taking or using the medicine.

product identifier PRODUCT IDENTIFIER

verify the product identifier

Keep the meaning precise: A code or reference identifying a specified product.

Phrases that move the work forward

Name the unresolved field

The strength field on this order is unclear.

Separate memory and confirmation

The label color is useful context, but it does not confirm the current strength.

Offer the next step

Pharmacist Maya can take the clarification.

Preserve the source

I will record that you remember a blue label.

Check the current order

We need the current instructions confirmed, not just an earlier pattern.

Avoid a time promise

I do not yet have a confirmed completion time.

Ask about the accepted handoff

Can Maya confirm receipt of this question?

Report an urgent concern

Please tell the pharmacist about any concern that needs prompt attention.

Acknowledge familiarity

I understand that you usually receive the same medicine.

State the role

I cannot select a strength from an unclear entry.

Avoid blame

We need the order clarified; I am not asking you to guess it.

Distinguish terms

Strength describes the product; dose concerns the prescribed amount used.

Route history appropriately

The pharmacist can review the relevant previous record.

Keep status accurate

The clarification is pending, not completed.

Keep clinical advice separate

Any question about how to take it should go to the pharmacist.

Close with a clear boundary

We will use the verified instruction rather than fill the gap with a guess.

Precision in real exchanges

Purpose: State the role

Useful wording: I cannot select a strength from an unclear entry.

Purpose: Offer the next step

Useful wording: Pharmacist Maya can take the clarification.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which reply is accurate?

- A.** A blue label always identifies one strength.
- B.** The most common strength must be correct.
- C.** A previous order automatically overrides the current one.
- D.** The strength is unclear; Maya can clarify it, and no completion time is confirmed.

2. Which distinction is correct?

- A.** Strength describes product content per unit or quantity; dose describes the prescribed amount used.
- B.** Strength and dose always mean the same thing.
- C.** Label color is a universal product identifier.
- D.** Days supply can be confirmed without relevant directions.

3. A colleague needs the term for this meaning: A qualified medicines professional with the relevant practice authority. Which term fits?

- A.** brand name
- B.** pharmacist
- C.** concentration
- D.** clarification request

D Choose the response that fits / continued

4. Rebuild the exchange from "A familiar label does not resolve an unclear strength".
Ellis: "The prescriber has ordered the same thing for a long time. Would looking at the previous record settle it?" **Nia:** [missing response] **Ellis:** "I sometimes mix up strength and dose. Are those two words referring to the same part of the prescription?" **Which response belongs in the gap?**

- A.** A historical record may help the pharmacist review the question, but it does not automatically replace unclear current instructions. We need the appropriate clarification rather than assume no change could have occurred.
- B.** I can give the pharmacist the exact question and check that it is received. A handoff should identify who has the clarification, not merely say that someone will look at it.
- C.** You do not need to guess the current order. I will explain the specific missing detail and pass on what you remember as context, not ask you to choose between possible entries.
- D.** I do not have a confirmed completion time for this ambiguous entry. I can ask about the update route, but I should not promise a collection time before the relevant information is verified.

[Answers and explanations, page 120](#)

One useful distinction

Strength and dose are not synonyms. A product may contain a particular amount per unit, while the prescribed administration uses a specified amount and schedule. This unit supplies neither and does not authorize calculation or selection from a remembered label.

E Conversation

A familiar label does not resolve an unclear strength

A familiar label does not resolve an unclear strength

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

strength / clarification request / intake / pharmacist / directions for use / current order / ambiguous entry / dose / historical record / verified instruction

- 01 **Ellis:** Nia, this should be the same prescription I usually collect. I remember the blue label, so can you finish it while I wait?
- 02 **Nia:** I understand, but the ¹ _____ field on this order is unclear. I cannot select it from the color or usual pattern; pharmacist Maya can take the clarification.
- 03 **Ellis:** I cannot remember the number. I could recognize the box, but I do not want to guess a strength and send you in the wrong direction.
- 04 **Nia:** You do not need to guess the ² _____. I will explain the specific missing detail and pass on what you remember as context, not ask you to choose between possible entries.
- 05 **Ellis:** The prescriber has ordered the same thing for a long time. Would looking at the previous record settle it?
- 06 **Nia:** A ³ _____ may help the pharmacist review the question, but it does not automatically replace unclear current instructions. We need the appropriate clarification rather than assume no change could have occurred.

E Conversation / continued

- 07 **Ellis:** I sometimes mix up strength and dose. Are those two words referring to the same part of the prescription?
- 08 **Nia:** No. The ⁴ _____ is the prescribed amount used, while strength describes the product content per unit or quantity. I cannot determine either missing instruction from the label color.
- 09 **Ellis:** That explains why my description was not enough. I can tell Maya what I remember, but I cannot verify what the prescriber intended this time.
- 10 **Nia:** I will route a ⁵ _____ with that distinction intact. Your recollection can be included without being converted into a confirmed direction or a numerical value you did not provide.

Conversation continues on the next page.

A familiar label does not resolve an unclear strength

CONVERSATION / CONTINUED

- 11 **Ellis:** Please make sure the question goes to Maya rather than just sit in a general note. I do not want to repeat everything at another counter.
- 12 **Nia:** I can give the ⁶ _____ the exact question and check that it is received. A handoff should identify who has the clarification, not merely say that someone will look at it.
- 13 **Ellis:** Can you tell me how long that will take? I need to decide whether to wait here or arrange another trip.
- 14 **Nia:** I do not have a confirmed completion time for this ⁷ _____. I can ask about the update route, but I should not promise a collection time before the relevant information is verified.
- 15 **Ellis:** Thanks. I have a bus to catch, so a guessed ten minutes would leave me in a difficult position.
- 16 **Nia:** Agreed. A ⁸ _____ is still needed. We will distinguish receiving the question, completing clarification, and completing the remaining pharmacy checks instead of treating them as one event.
- 17 **Ellis:** If I have a question about how to take the medicine once the order is clarified, should I ask Maya that as well?
- 18 **Nia:** Yes. Questions about the ⁹ _____ need the pharmacist's appropriate explanation. Resolving the strength field does not mean every question about your medicine has already been answered.

A familiar label does not resolve an unclear strength / continued

- 19 **Ellis:** Thank you. Please tell Maya that I remember a blue label and a usual pattern, but that I have not supplied a confirmed current strength.
- 20 **Nia:** I will preserve that in ¹⁰ _____. The strength remains unclear, Maya is the clarification route, and no completion time is confirmed. We will not fill the gap with an assumption.

CHECK THE GAPS

1. strength / 2. current order / 3. historical record / 4. dose / 5. clarification request / 6. pharmacist / 7. ambiguous entry / 8. verified instruction / 9. directions for use / 10. intake

[Why these answers fit, page 121](#)

F Check accuracy and scope

A familiar label does not resolve an unclear strength

Return to the case

Patient Ellis asks technician Nia to complete a prescription order whose strength field is unclear. Ellis remembers a blue label and says the prescriber usually orders the same thing. Nia cannot select the strength. Pharmacist Maya can take the clarification, but no completion time is known. Nia must distinguish remembered information from verified current instructions, explain the unresolved field, and route the question. No medicine name, dose, or numerical strength is provided in this teaching case, and the exercise does not ask the learner to infer one.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should happen to the patient's recollection?

- A. Record it as reported context for the pharmacist, not verified current instructions.
- B. Copy the previous strength and mark the current field verified.
- C. Record the blue label as confirmation of product identity.
- D. Leave out the recollection so the pharmacist sees only the unclear field.

2. What must Nia avoid promising?

- A. A route to the available pharmacist
- B. An accurate description of the unclear field
- C. That the question remains pending
- D. A completion time that has not been confirmed

[Answers and explanations, page 123](#)

Listen for the distinction

Complete the transfer with dosage form, the reported box description, the accepting pharmacist, and the actual timing status.

Accuracy can sound helpful rather than obstructive

A person who takes a medicine regularly may expect recognition to be enough. Acknowledge that familiarity and explain the exact unresolved detail. Give a pharmacist route instead of asking the patient to guess the prescription or treating the uncertainty as their fault.

F Say it / transfer to a new case

Clarify an unclear dosage form

A current order has an unclear dosage-form field. The patient remembers a white box. Pharmacist Ren accepts the clarification. No product form or completion time has been confirmed.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

Ren / dosage form / white box / unconfirmed

- 01 **Technician:** The unclear field concerns the ¹ _____.
- 02 **Patient:** I remember a ² _____.
- 03 **Technician:** The clarification was accepted by ³ _____.
- 04 **Technician:** Completion timing remains ⁴ _____.

CHECK THE GAPS

1. dosage form / 2. white box / 3. Ren / 4. unconfirmed

[Why these answers fit, page 123](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A familiar label does not resolve an unclear strength".

Ellis: "Can you tell me how long that will take? I need to decide whether to wait here or arrange another trip." **Nia:** [missing response] **Ellis:** "Thanks. I have a bus to catch, so a guessed ten minutes would leave me in a difficult position." Which response belongs in the gap?

- A.** You do not need to guess the current order. I will explain the specific missing detail and pass on what you remember as context, not ask you to choose between possible entries.
- B.** A historical record may help the pharmacist review the question, but it does not automatically replace unclear current instructions. We need the appropriate clarification rather than assume no change could have occurred.
- C.** I do not have a confirmed completion time for this ambiguous entry. I can ask about the update route, but I should not promise a collection time before the relevant information is verified.
- D.** I can give the pharmacist the exact question and check that it is received. A handoff should identify who has the clarification, not merely say that someone will look at it.

[Answers and explanations, page 124](#)

A Read the situation

LESSON 02 / INSURANCE CLAIMS IN PLAIN ENGLISH

Explain an insurance response accurately and connect the patient with an accepted status query without promising coverage.

Prior authorization required is not a final exclusion

Patient Morgan sees the response "prior authorization required" for a pharmacy claim and believes the medicine is permanently excluded. No authorization decision or accepted claim has arrived. Technician Alex can explain the recorded status without promising coverage, a price, or a deadline. Billing colleague Inez has accepted the status query and can explain the request route. The conversation should distinguish the plan requirement, any later decision, and the current pharmacy status. No particular insurance policy, appeal outcome, clinical alternative, or patient payment amount is established in the scenario.

People: Morgan, Patient; Alex, Pharmacy technician.

Read the record

Choose one answer per question using the facts above.

1. What does the current response say?

- A.** Permanent exclusion confirmed
- B.** Claim accepted and paid
- C.** No further plan process exists
- D.** Prior authorization required

2. What is still absent?

- A.** An authorization decision and an accepted claim
- B.** Any recorded response
- C.** An accepted status-query owner
- D.** A patient question

3. Who accepted the status query?

- A.** The patient as plan decision-maker
- B.** The wholesaler
- C.** An unnamed courier
- D.** Inez

[Answers and explanations, page 125](#)

B Vocabulary in use

CORE TERMS

prior authorization

Plan approval that may be required before specified care or a prescription is covered.

request prior authorization

claim

A request submitted for payment or benefit processing.

submit a claim

adjudication

The process of evaluating a claim under the applicable plan rules.

check claim adjudication

rejected claim

A claim not accepted as submitted under the returned response.

investigate a rejected claim

coverage decision

The plan's determination about the relevant coverage request.

confirm the coverage decision

formulary

A plan's list of medicines and their coverage-related conditions.

check the formulary

health plan

The insurance arrangement with defined benefits and rules.

verify the health plan

claim response

The result or message returned for a submitted claim.

explain the claim response

response code

A coded message identifying a claim-processing result or requirement.

clarify the response code

accepted claim

A claim accepted under the relevant processing response.

verify an accepted claim

coverage exclusion

A benefit or service not covered under the applicable plan terms.

verify a coverage exclusion

benefit tier

A plan category that may affect coverage conditions and cost sharing.

identify the benefit tier

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

prior authorization **PRIOR AUTHORIZATION**

request prior authorization

Keep the meaning precise: Plan approval that may be required before specified care or a prescription is covered.

response code **RESPONSE CODE**

clarify the response code

Keep the meaning precise: A coded message identifying a claim-processing result or requirement.

B Precision and professional shorthand

EXTEND YOUR RANGE

copayment

A fixed patient payment for a covered service under the plan.

verify the copayment

deductible

The amount a person may need to pay before specified plan benefits apply.

verify the deductible

pharmacy network

Pharmacies participating under a plan's arrangements.

verify pharmacy network status

member identifier

The plan reference identifying the insured member.

verify the member identifier

quantity limit

A plan or order restriction on the amount supplied under specified conditions.

verify a quantity limit

coinsurance

A patient share calculated as a percentage under the applicable benefit.

explain coinsurance

out-of-pocket cost

The amount the person pays rather than the plan.

confirm out-of-pocket cost

PBM

Pharmacy benefit manager; an organization administering defined pharmacy-benefit functions.

identify the relevant PBM

step therapy

A plan requirement to try specified treatment steps under its rules.

clarify a step-therapy requirement

exception request

A request for an exception under the plan's defined process.

route an exception request

B Precision and professional shorthand / continued

appeal

A request to review a relevant adverse decision through the applicable process.

clarify the appeal route

status query

A request to establish the current stage, requirement, or result.

accept a status query

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

benefit tier BENEFIT TIER

identify the benefit tier

Keep the meaning precise: A plan category that may affect coverage conditions and cost sharing.

pharmacy network PHARMACY NETWORK

verify pharmacy network status

Keep the meaning precise: Pharmacies participating under a plan's arrangements.

Phrases that move the work forward

Read the status

The response says prior authorization required.

Correct an inference

That message alone does not establish a permanent exclusion.

Name what is missing

We do not yet have an authorization decision or an accepted claim.

Offer the route

Inez can explain how the request is handled for this plan.

Separate stages

A request sent is not a decision received.

Clarify responsibility

Who is providing the information the plan needs?

Keep deadlines honest

No response deadline has been confirmed in this conversation.

Check understanding

The requirement is identified, but the outcome remains open.

Explain the term

The plan is asking for its approval process to be completed.

Avoid false reassurance

It also does not mean approval is guaranteed.

Identify the owner

Inez has accepted the status query.

Keep the price unconfirmed

I cannot confirm your final payment from this response alone.

Preserve the original response

We should keep the exact message in the query.

Avoid a clinical substitution

Any medicine-alternative question needs the pharmacist.

Do not pre-judge an appeal

The relevant next process depends on the actual decision and plan rules.

Close with a useful next step

I will connect your question with Inez and the verified request route.

Precision in real exchanges

Purpose: Avoid false reassurance

Useful wording: It also does not mean approval is guaranteed.

Purpose: Name what is missing

Useful wording: We do not yet have an authorization decision or an accepted claim.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which explanation is accurate?

- A.** The pharmacy can ignore the response code.
- B.** The plan requires prior authorization; no decision or accepted claim has arrived.
- C.** The medicine is excluded forever.
- D.** Approval is certain once someone submits a form.

2. Which statement overstates the billing handoff?

- A.** No final patient price is established.
- B.** Inez accepted the query, so the claim is now approved.
- C.** Inez can explain the request route.
- D.** The original response should be preserved.

3. A colleague needs the term for this meaning: The result or message returned for a submitted claim. Which term fits?

- A.** claim response
- B.** quantity limit
- C.** deductible
- D.** coverage decision

D Choose the response that fits / continued

4. Rebuild the exchange from "Prior authorization required is not a final exclusion". Morgan: "So it is neither a final no nor a definite yes. What is actually blocking the claim today?" Alex: [missing response] Morgan: "Who is looking into that requirement? I do not want my question to be passed from person to person without anyone knowing what happens next." Which response belongs in the gap?

- A.** This response does not establish your out-of-pocket cost. The applicable benefit information and claim result need to be checked, and I should not supply a number that the record does not support.
- B.** Inez has accepted the status query. She can explain the request route for this plan and identify the information needed, rather than leave you with a general instruction to contact somebody.
- C.** An appeal depends on the relevant decision and process. Inez can clarify the current route; I should not skip to an appeal or promise a particular outcome before that is established.
- D.** We should preserve the exact claim response and explain its current meaning. It tells us what requirement was returned, but it does not confirm the final price, supply status, or a favorable decision.

[Answers and explanations, page 125](#)

One useful distinction

Prior authorization required states a plan requirement. It does not by itself establish permanent exclusion, approval, an accepted claim, or the final patient price. Explain the actual response and have the appropriate colleague clarify the applicable request route.

Conversation

Prior authorization required is not a final exclusion

Prior authorization required is not a final exclusion

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

copayment / prior authorization / claim response / out-of-pocket cost / accepted claim / status query / appeal / pharmacist / coverage decision / health plan

- 01 **Morgan:** Alex, this message says prior authorization required. Does that mean my medicine is excluded permanently and there is no point asking the plan anything else?
- 02 **Alex:** It identifies a ¹ _____ requirement, not a permanent exclusion by itself. We do not yet have the plan's authorization decision or an accepted claim, so the outcome remains open.
- 03 **Morgan:** My friend said you send a form and it goes through. Is that certain, or are we waiting for a real decision?
- 04 **Alex:** I cannot promise that ² _____. The request has to follow the actual plan process, and the result is not established merely because someone starts gathering or sending information.
- 05 **Morgan:** So it is neither a final no nor a definite yes. What is actually blocking the claim today?
- 06 **Alex:** We should preserve the exact ³ _____ and explain its current meaning. It tells us what requirement was returned, but it does not confirm the final price, supply status, or a favorable decision.

E Conversation / continued

- 07 **Morgan:** Who is looking into that requirement? I do not want my question to be passed from person to person without anyone knowing what happens next.
- 08 **Alex:** Inez has accepted the ⁴ _____. She can explain the request route for this plan and identify the information needed, rather than leave you with a general instruction to contact somebody.
- 09 **Morgan:** If Inez speaks with the plan, will that automatically make the claim accepted, or could more information still be needed afterward?
- 10 **Alex:** An ⁵ _____ is a separate status that needs verification. A telephone conversation or a submitted request does not, by itself, show that the claim has been accepted.

Conversation continues on the next page.

Prior authorization required is not a final exclusion

CONVERSATION / CONTINUED

- 11 **Morgan:** I also need to know what I might pay. Can you read the current message and tell me my final amount now?
- 12 **Alex:** This response does not establish your ⁶ _____. The applicable benefit information and claim result need to be checked, and I should not supply a number that the record does not support.
- 13 **Morgan:** My friend has the same medicine on a different plan and pays a small fixed amount. Does that tell us what my plan will do?
- 14 **Alex:** Their ⁷ _____ does not establish yours. Plans and individual benefit circumstances can differ, so we need your actual plan information rather than copy another person's experience.
- 15 **Morgan:** Should I immediately appeal, then, or is that a different step from the requirement we are looking at now?
- 16 **Alex:** An ⁸ _____ depends on the relevant decision and process. Inez can clarify the current route; I should not skip to an appeal or promise a particular outcome before that is established.
- 17 **Morgan:** If another medicine might be an option, I would like that question answered too. I do not want to make a medical decision from an insurance message.
- 18 **Alex:** The ⁹ _____ should discuss any clinical alternative with you through the appropriate process. We can keep that question separate from Inez's work on the claim requirement.

Prior authorization required is not a final exclusion / continued

- 19 **Morgan:** Please tell Inez that I understand the requirement is not a permanent exclusion, but I still need the route, outstanding information, and actual next step.
- 20 **Alex:** I will. The ¹⁰ _____ process remains unresolved, no final charge is confirmed, and Inez owns the status query. We will explain verified developments without turning them into a guarantee.

CHECK THE GAPS

1. prior authorization / **2.** coverage decision / **3.** claim response / **4.** status query / **5.** accepted claim / **6.** out-of-pocket cost / **7.** copayment / **8.** appeal / **9.** pharmacist / **10.** health plan

[Why these answers fit, page 126](#)

F Check accuracy and scope

Prior authorization required is not a final exclusion

Return to the case

Patient Morgan sees the response "prior authorization required" for a pharmacy claim and believes the medicine is permanently excluded. No authorization decision or accepted claim has arrived. Technician Alex can explain the recorded status without promising coverage, a price, or a deadline. Billing colleague Inez has accepted the status query and can explain the request route. The conversation should distinguish the plan requirement, any later decision, and the current pharmacy status. No particular insurance policy, appeal outcome, clinical alternative, or patient payment amount is established in the scenario.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement accurately separates the request from the result?

- A. Submission does not establish that authorization was granted.
- B. Submission confirms approval unless the plan sends a refusal that day.
- C. Submission confirms the patient's final copayment.
- D. Submission changes the pharmacy claim to accepted automatically.

2. What should happen to a question about a different medicine?

- A. Choose one solely because another plan covered it.
- B. Let the claim code prescribe a replacement.
- C. Promise that every cheaper medicine is equivalent.
- D. Refer it to the pharmacist for appropriate clinical discussion.

[Answers and explanations, page 128](#)

Listen for the distinction

Complete the quantity-limit transfer using its named billing colleague and pharmacist route.

Translate the message without softening its meaning

A short insurer response can sound like a permanent refusal. Explain the actual status in ordinary language while preserving what remains unknown. Avoid both a hopeless conclusion and reassurance that approval is merely a formality.

F Say it / transfer to a new case

Explain a different unresolved claim requirement

A response says quantity limit exceeded. No exception decision or accepted claim is available. Billing colleague Sam accepts the query; the pharmacist handles questions about changing treatment.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

quantity limit / pharmacist / unconfirmed / Sam

- 01 **Technician:** The returned requirement concerns a ¹ _____.
- 02 **Patient:** The billing query is with ² _____.
- 03 **Technician:** Any clinical change should be discussed with the ³ _____.
- 04 **Technician:** The exception outcome remains ⁴ _____.

CHECK THE GAPS

1. quantity limit / 2. Sam / 3. pharmacist / 4. unconfirmed

[Why these answers fit, page 128](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Prior authorization required is not a final exclusion".
Morgan: "My friend has the same medicine on a different plan and pays a small fixed amount. Does that tell us what my plan will do?" **Alex:** [missing response] **Morgan:** "Should I immediately appeal, then, or is that a different step from the requirement we are looking at now?" **Which response belongs in the gap?**

- A.** Their copayment does not establish yours. Plans and individual benefit circumstances can differ, so we need your actual plan information rather than copy another person's experience.
- B.** I cannot promise that coverage decision. The request has to follow the actual plan process, and the result is not established merely because someone starts gathering or sending information.
- C.** The pharmacist should discuss any clinical alternative with you through the appropriate process. We can keep that question separate from Inez's work on the claim requirement.
- D.** An accepted claim is a separate status that needs verification. A telephone conversation or a submitted request does not, by itself, show that the claim has been accepted.

[Answers and explanations, page 129](#)

Review 1 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Prescription intake without assumptions" and "Insurance claims in plain English". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: A professional authorized to prescribe the relevant medicine. Which term fits?

- A. days supply
- B. prescriber
- C. ambiguous entry
- D. active ingredient

2. A colleague needs the term for this meaning: A claim accepted under the relevant processing response. Which term fits?

- A. prior authorization
- B. accepted claim
- C. member identifier
- D. copayment

3. Rebuild the exchange from "A familiar label does not resolve an unclear strength". Ellis: "That explains why my description was not enough. I can tell Maya what I remember, but I cannot verify what the prescriber intended this time." Nia: [missing response] Ellis: "Please make sure the question goes to Maya rather than just sit in a general note. I do not want to repeat everything at another counter." Which response belongs in the gap?

- A. I will preserve that in intake. The strength remains unclear, Maya is the clarification route, and no completion time is confirmed. We will not fill the gap with an assumption.
- B. You do not need to guess the current order. I will explain the specific missing detail and pass on what you remember as context, not ask you to choose between possible entries.
- C. I can give the pharmacist the exact question and check that it is received. A handoff should identify who has the clarification, not merely say that someone will look at it.
- D. I will route a clarification request with that distinction intact. Your recollection can be included without being converted into a confirmed direction or a numerical value you did not provide.

Review 1 / Meaning and context / continued

4. Rebuild the exchange from "Prior authorization required is not a final exclusion". Morgan: "If another medicine might be an option, I would like that question answered too. I do not want to make a medical decision from an insurance message." Alex: [missing response] Morgan: "Please tell Inez that I understand the requirement is not a permanent exclusion, but I still need the route, outstanding information, and actual next step." Which response belongs in the gap?

- A.** An accepted claim is a separate status that needs verification. A telephone conversation or a submitted request does not, by itself, show that the claim has been accepted.
- B.** Their copayment does not establish yours. Plans and individual benefit circumstances can differ, so we need your actual plan information rather than copy another person's experience.
- C.** I cannot promise that coverage decision. The request has to follow the actual plan process, and the result is not established merely because someone starts gathering or sending information.
- D.** The pharmacist should discuss any clinical alternative with you through the appropriate process. We can keep that question separate from Inez's work on the claim requirement.

[Answers and explanations, page 160](#)

A Read the situation

LESSON 03 / REFILL REQUESTS AND RESPONSE WINDOWS

Explain an unresolved renewal and make a reliable communication commitment without promising prescriber response or medicine availability.

A status call is not a promise of supply

At 11:00, patient Casey asks technician Jo about a refill. The record shows no refills remaining. A renewal request was sent to the prescriber at 09:00, but no response has arrived. Jo can call Casey between 15:00 and 16:00 with a status update. No prescriber response time, supply, or collection time is confirmed. Jo needs to explain what was sent, what remains pending, and what the call will cover. Any concern about running out or interrupted treatment should be referred promptly to the pharmacist rather than treated as safe to wait for the update.

People: Casey, Patient; Jo, Pharmacy technician.

Read the record

Choose one answer per question using the facts above.

1. What does the refill record show?

- A.** A confirmed pickup time
- B.** A completed prescriber response
- C.** No refills remaining
- D.** An approved new supply

2. When was the renewal request sent?

- A.** 15:00
- B.** 16:00
- C.** 09:00
- D.** 11:00

3. What can Jo commit to?

- A.** A prescriber answer at 16:00
- B.** A clinical instruction to wait regardless of need
- C.** A status call between 15:00 and 16:00
- D.** Guaranteed medicine supply at 15:00

[Answers and explanations, page 130](#)

B Vocabulary in use

CORE TERMS

refill

A further supply under an existing prescription when permitted and available.

request a refill

renewal

A request or authorization for a further prescription when the existing authorization is insufficient.

request a prescription renewal

prescriber response

The actual reply from the prescribing professional or practice.

await the prescriber response

request timestamp

The time recorded for sending or receiving the request.

verify the request timestamp

response window

A stated period for an expected or promised response whose status must be clear.

qualify the response window

status call

A call providing current information rather than guaranteeing an outcome.

make a status call

refills remaining

The number of further supplies recorded as authorized under the prescription.

check refills remaining

renewal request

A message asking the prescriber to authorize the relevant further prescription.

send a renewal request

authorization pending

A status in which the required approval has not yet been received.

explain authorization pending

transmission confirmation

Evidence that a message was sent or delivered through a system, not that it was approved.

check transmission confirmation

callback window

The agreed period in which a return call will be made.

confirm the callback window

collection time

The time at which an order is confirmed available for pickup.

confirm collection time

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

refill REFILL

request a refill

Keep the meaning precise: A further supply under an existing prescription when permitted and available.

authorization pending AUTHORIZATION PENDING

explain authorization pending

Keep the meaning precise: A status in which the required approval has not yet been received.

B Precision and professional shorthand

EXTEND YOUR RANGE

supply authorization

The permission needed for the particular medicine supply under applicable rules.

verify supply authorization

emergency supply

A medicine supply considered under specific legal and clinical requirements.

refer an emergency-supply question

refill too soon

A processing response indicating that the requested supply is earlier than the applicable rules allow.

explain a refill-too-soon response

adherence

Taking medicine in accordance with the agreed clinical instructions.

discuss an adherence concern

continuity of therapy

Maintaining appropriate treatment under qualified guidance.

support continuity of therapy

partial fill

Supply of less than the prescribed quantity where permitted under applicable arrangements.

refer a partial-fill question

prescription transfer

Movement of prescription information between pharmacies where permitted.

clarify prescription-transfer requirements

remaining quantity

The amount still available or authorized under the relevant record.

verify the remaining quantity

treatment interruption

A break in the prescribed treatment that may require clinical advice.

report a treatment interruption

follow-up owner

The person responsible for the specified next contact or action.

name the follow-up owner

B Precision and professional shorthand / continued

contact outcome

Whether and how a communication attempt reached the intended person.

record the contact outcome

pending response

A reply still awaited rather than received.

track a pending response

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

collection time COLLECTION TIME

confirm collection time

Keep the meaning precise: The time at which an order is confirmed available for pickup.

refill too soon REFILL TOO SOON

explain a refill-too-soon response

Keep the meaning precise: A processing response indicating that the requested supply is earlier than the applicable rules allow.

Phrases that move the work forward

State the record

The record shows no refills remaining.

State the current time

As of eleven, no response has arrived.

Own the follow-up

I will call you with the status between three and four.

Avoid a prescriber promise

I cannot guarantee when the prescriber will respond.

Route immediate need

Please discuss any concern about running out with the pharmacist now.

Clarify the update content

I will tell you whether a response has arrived and what remains pending.

Verify contact

Let us confirm the appropriate contact details.

Identify the next owner

I am responsible for the agreed status call.

Give the sent time

We sent the renewal request at nine this morning.

Keep stages separate

Sending the request does not mean the renewal is approved.

Explain the call

That is an update window, not a confirmed collection time.

Keep supply unconfirmed

No further supply has been confirmed yet.

Do not advise interruption

I cannot tell you to stop or change treatment while waiting.

Preserve an unsuccessful attempt

If I cannot reach you, I will record the attempt through our process.

Avoid assuming denial

No response is not the same as a refusal.

Close accurately

The request is pending, and I will update you even if it is still unresolved.

Precision in real exchanges

Purpose: Keep stages separate

Useful wording: Sending the request does not mean the renewal is approved.

Purpose: Own the follow-up

Useful wording: I will call you with the status between three and four.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which update is accurate at 11:00?

- A.** The 09:00 renewal request is unanswered; Jo will give a status update between 15:00 and 16:00.
- B.** The renewal is approved because two hours have passed.
- C.** Pickup is guaranteed at 15:00.
- D.** No response proves permanent refusal.

2. What does a successful transmission not prove?

- A.** That a system recorded transmission
- B.** A reason to retain the request timestamp
- C.** The need to check for an actual reply
- D.** Prescriber authorization

3. A colleague needs the term for this meaning: A message asking the prescriber to authorize the relevant further prescription. Which term fits?

- A.** response window
- B.** continuity of therapy
- C.** renewal request
- D.** emergency supply

D Choose the response that fits / continued

4. Rebuild the exchange from "A status call is not a promise of supply". Casey: "Can you check that it actually went out? Last time, requested meant someone had put it on a list to send later." Jo: [missing response] Casey: "If the system says the message went through, why can that not count as approval? It seems as though the practice must have received it." Which response belongs in the gap?

- A.** The pharmacist can assess the actual need and rules around any emergency supply or other appropriate option. I cannot authorize that independently or guarantee that a particular route applies.
- B.** The request timestamp is nine this morning. We should distinguish that sent event from a task waiting to be sent, while also keeping it separate from a completed authorization.
- C.** I can promise a status call between three and four. I will tell you whether a response has arrived and what remains pending; that is not a guaranteed collection time.
- D.** A pending response is not the same as a refusal. I can report what the record shows, but I should not invent a decision or a reason for the delay.

[Answers and explanations, page 130](#)

One useful distinction

A transmission confirmation may show that the request left the system or reached a destination. It is not a prescriber approval. Similarly, a status call between 15:00 and 16:00 is a communication commitment, not a guaranteed collection window.

E Conversation

A status call is not a promise of supply

A status call is not a promise of supply

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

refills remaining / callback window / follow-up owner / Transmission confirmation /
pending response / contact outcome / emergency supply / status call /
treatment interruption / request timestamp

- 01 **Casey:** Jo, I asked for a refill earlier. It is eleven now, and I would like to know whether I can come and collect it this afternoon.
- 02 **Jo:** The record shows no ¹ _____. We sent a renewal request at nine, but no response has arrived as of eleven, so I cannot confirm collection yet.
- 03 **Casey:** Does that mean the prescriber refused it? I am worried that no reply means they have decided I should not have it anymore.
- 04 **Jo:** A ² _____ is not the same as a refusal. I can report what the record shows, but I should not invent a decision or a reason for the delay.
- 05 **Casey:** Can you check that it actually went out? Last time, requested meant someone had put it on a list to send later.
- 06 **Jo:** The ³ _____ is nine this morning. We should distinguish that sent event from a task waiting to be sent, while also keeping it separate from a completed authorization.

E Conversation / continued

- 07 **Casey:** If the system says the message went through, why can that not count as approval? It seems as though the practice must have received it.
- 08 **Jo:** ⁴ _____ concerns the message, not the decision. Even when delivery is confirmed, the actual response and any remaining pharmacy checks still need to be established.
- 09 **Casey:** What can you tell me about this afternoon? I do not want to travel here on the assumption that a phone call means the order is ready.
- 10 **Jo:** I can promise a ⁵ _____ between three and four. I will tell you whether a response has arrived and what remains pending; that is not a guaranteed collection time.

Conversation continues on the next page.

A status call is not a promise of supply

CONVERSATION / CONTINUED

- 11 **Casey:** So if there is still no answer by then, you will call anyway rather than wait silently until the order is eventually finished?
- 12 **Jo:** Yes. I own that ⁶ _____. The update should happen within it even if the status is unchanged, so you know what has and has not been confirmed.
- 13 **Casey:** I am worried about running out before anyone replies. Can I speak to the pharmacist now, rather than wait for the afternoon call?
- 14 **Jo:** Please discuss that possible ⁷ _____ with the pharmacist now. I cannot advise you to stop, change, or wait without the appropriate clinical guidance.
- 15 **Casey:** Could the pharmacist discuss whether any immediate supply route is possible? I understand you cannot promise one just because I ask.
- 16 **Jo:** The pharmacist can assess the actual need and rules around any ⁸ _____ or other appropriate option. I cannot authorize that independently or guarantee that a particular route applies.
- 17 **Casey:** Please use my verified contact details for the update. If you cannot reach me, I would not want the note to say I was fully informed.
- 18 **Jo:** I will record the actual ⁹ _____. A call attempt is not the same as speaking with you, and any further action must follow our communication process.
- 19 **Casey:** Thank you. I understand the renewal is still pending, no supply time is confirmed, and you will update me between three and four.
- 20 **Jo:** Correct. I am the ¹⁰ _____ for that call. We will keep your immediate concern with the pharmacist and keep the later update separate from any promise of prescriber response or medicine availability.

CHECK THE GAPS

1. refills remaining / 2. pending response / 3. request timestamp / 4. Transmission confirmation / 5. status call / 6. callback window / 7. treatment interruption / 8. emergency supply / 9. contact outcome / 10. follow-up owner

[Why these answers fit, page 131](#)

F Check accuracy and scope

A status call is not a promise of supply

Return to the case

At 11:00, patient Casey asks technician Jo about a refill. The record shows no refills remaining. A renewal request was sent to the prescriber at 09:00, but no response has arrived. Jo can call Casey between 15:00 and 16:00 with a status update. No prescriber response time, supply, or collection time is confirmed. Jo needs to explain what was sent, what remains pending, and what the call will cover. Any concern about running out or interrupted treatment should be referred promptly to the pharmacist rather than treated as safe to wait for the update.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should happen to a concern about running out?

- A. Recommend borrowing another person's medicine.
- B. Refer it promptly to the pharmacist for appropriate assessment.
- C. Tell the patient to wait regardless until 16:00.
- D. Promise an emergency supply automatically.

2. Who owns the promised call?

- A. Jo
- B. The patient automatically
- C. An unidentified prescriber receptionist
- D. The wholesaler

[Answers and explanations, page 133](#)

Listen for the distinction

Repeat the transfer using 10:30, 12:30, and 16:00 to 17:00; do not turn its call into a collection promise.

Give certainty about the action you control

Patients often hear we will call as it will be ready. Name the purpose of the call and repeat the distinction without sounding evasive. A clear update commitment can be useful even when the pharmacy cannot promise another professional's response.

F Say it / transfer to a new case

Explain a later renewal update window

No refills remain. A request sent at 10:30 has no reply at 12:30. Technician Mei owns a status call between 16:00 and 17:00. No collection time is confirmed.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

unconfirmed / 16:00 and 17:00 / 10:30 / no reply

- 01 **Technician:** The request was sent at ¹ _____.
- 02 **Patient:** The current status at 12:30 is ² _____.
- 03 **Technician:** Mei will call between ³ _____.
- 04 **Patient:** The collection time remains ⁴ _____.

CHECK THE GAPS

1. 10:30 / 2. no reply / 3. 16:00 and 17:00 / 4. unconfirmed

[Why these answers fit, page 133](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A status call is not a promise of supply". Casey: "I am worried about running out before anyone replies. Can I speak to the pharmacist now, rather than wait for the afternoon call?" Jo: [missing response] Casey: "Could the pharmacist discuss whether any immediate supply route is possible? I understand you cannot promise one just because I ask." Which response belongs in the gap?

- A.** I will record the actual contact outcome. A call attempt is not the same as speaking with you, and any further action must follow our communication process.
- B.** Please discuss that possible treatment interruption with the pharmacist now. I cannot advise you to stop, change, or wait without the appropriate clinical guidance.
- C.** The record shows no refills remaining. We sent a renewal request at nine, but no response has arrived as of eleven, so I cannot confirm collection yet.
- D.** Transmission confirmation concerns the message, not the decision. Even when delivery is confirmed, the actual response and any remaining pharmacy checks still need to be established.

[Answers and explanations, page 134](#)

A Read the situation

LESSON 04 / STOCK ENQUIRIES AND DELIVERY ESTIMATES

Explain a stock shortage, qualify a supplier forecast, and route alternative-treatment questions without choosing a substitute.

Wednesday is an estimate, not a collection promise

The pharmacy has no stock for patient Robin's order. The wholesaler estimates delivery on Wednesday, but shipment has not been confirmed. Technician Lee can check the next supplier update on Tuesday at 16:00. The pharmacist handles questions about alternatives or immediate clinical need. Lee must separate no stock now, a future delivery estimate, dispatch confirmation, actual receipt, and readiness for collection. No exact arrival hour, guaranteed quantity, substitute medicine, or patient collection time is established. A forecast must not become a clinical instruction to wait.

People: Robin, Patient; Lee, Pharmacy technician.

Read the record

Choose one answer per question using the facts above.

1. What is the current local stock position?

- A.** A verified substitute already selected
- B.** A shipment already received
- C.** No stock for this order
- D.** A confirmed full quantity ready for collection

2. What does Wednesday describe?

- A.** The wholesaler's unconfirmed delivery estimate
- B.** A guaranteed morning collection time
- C.** A completed pharmacist review
- D.** A prescribed treatment interruption

3. When can Lee check the supplier update?

- A.** Tuesday at 16:00
- B.** Wednesday at 09:00 guaranteed
- C.** Immediately after a confirmed receipt already recorded
- D.** Monday at noon

[Answers and explanations, page 135](#)

B Vocabulary in use

CORE TERMS

stock on hand

Product physically held at the location under the relevant inventory record.

verify stock on hand

stockout

A situation in which the required product is not available in stock.

report a stockout

wholesaler

A business supplying products to pharmacies or other authorized customers.

contact the wholesaler

shipment confirmation

Verification that the relevant shipment has actually been arranged or sent as specified.

obtain shipment confirmation

carrier tracking

Recorded information about movement of a shipment.

check carrier tracking

delivery window

The period in which a delivery is expected or committed, with status specified.

clarify the delivery window

available stock

Stock actually available for the intended use after relevant restrictions and checks.

confirm available stock

backorder

An order awaiting stock rather than immediately fulfilled.

track a backorder

supplier estimate

A forecast given by the supplying organization.

qualify the supplier estimate

dispatch

Sending goods from the supplier or distribution point.

confirm dispatch

receipt

Actual arrival of the relevant goods at the destination.

confirm receipt

allocation

A quantity assigned to a particular order or customer.

verify the allocation

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

stock on hand STOCK ON HAND

verify stock on hand

Keep the meaning precise: Product physically held at the location under the relevant inventory record.

supplier estimate SUPPLIER ESTIMATE

qualify the supplier estimate

Keep the meaning precise: A forecast given by the supplying organization.

B Precision and professional shorthand

EXTEND YOUR RANGE

lead time

The period between an order or request and the relevant delivery or completion.

qualify the lead time

regional shortage

Limited availability across a defined area rather than one pharmacy alone.

verify a regional shortage

generic substitution

Supply of an eligible equivalent generic product under applicable rules and authority.

refer a generic-substitution question

interchangeability

Whether products may replace one another under relevant clinical and legal requirements.

verify interchangeability

supplier checkpoint

An agreed time to obtain updated supplier information.

confirm the supplier checkpoint

partial delivery

Receipt of less than the ordered quantity.

identify a partial delivery

supply disruption

An interruption affecting the availability or movement of a product.

report a supply disruption

product availability

Whether a specified product can actually be obtained under the relevant conditions.

confirm product availability

therapeutic alternative

A different treatment option requiring appropriate clinical consideration.

discuss a therapeutic alternative

order allocation

The part of stock or supply assigned to the particular order.

check order allocation

collection readiness

Confirmation that the order has completed the relevant steps for pickup.

verify collection readiness

unconfirmed forecast

An expected outcome that has not been established as a commitment or event.

label an unconfirmed forecast

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

allocation ALLOCATION

verify the allocation

Keep the meaning precise: A quantity assigned to a particular order or customer.

generic substitution GENERIC SUBSTITUTION

refer a generic-substitution question

Keep the meaning precise: Supply of an eligible equivalent generic product under applicable rules and authority.

Phrases that move the work forward

State current availability

We do not currently have stock for your order.

Qualify dispatch

Shipment has not yet been confirmed.

Name the checkpoint

I can check the supplier update Tuesday at sixteen hundred.

Avoid overstating shortage

This confirms our local stock position, not availability everywhere.

Route alternatives

The pharmacist can discuss appropriate alternatives with you.

Robin / in the conversation

Lee, I was told there was no stock for my order.

Request a useful supplier update

Has this order been allocated and dispatched, or is it still awaiting confirmation?

Explain remaining work

Receipt still needs the relevant pharmacy checks before collection is confirmed.

Attribute the estimate

The wholesaler estimates Wednesday delivery.

Avoid a collection promise

I cannot confirm a pickup time from that estimate alone.

Separate stages

Dispatch, receipt, and readiness for collection are different statuses.

Check quantity

We need the quantity for this order confirmed as well as timing.

Do not substitute independently

I cannot choose another medicine from the stock shelf.

Preserve the uncertainty

Wednesday remains an estimate, not a guarantee.

Keep receipt factual

A tracking movement does not mean the pharmacy has received the product.

Close the message

No stock now; Wednesday estimated; shipment unconfirmed; supplier check Tuesday at four.

Precision in real exchanges

Purpose: Avoid a collection promise

Useful wording: I cannot confirm a pickup time from that estimate alone.

Purpose: Name the checkpoint

Useful wording: I can check the supplier update Tuesday at sixteen hundred.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which statement preserves the facts?

- A.** We have no stock; Wednesday is estimated, shipment is unconfirmed, and Lee will check Tuesday at 16:00.
- B.** Wednesday morning collection is guaranteed.
- C.** A supplier forecast means the order has arrived.
- D.** A local stockout proves every pharmacy is out.

2. What does carrier movement not establish by itself?

- A.** That a carrier event was recorded
- B.** A reason to check the specific order
- C.** Possible progress in transport
- D.** Collection readiness at the pharmacy

3. A colleague needs the term for this meaning: An order awaiting stock rather than immediately fulfilled. Which term fits?

- A.** regional shortage
- B.** supplier checkpoint
- C.** backorder
- D.** carrier tracking

D Choose the response that fits / continued

4. Rebuild the exchange from "Wednesday is an estimate, not a collection promise". Robin: "Does no shipment confirmation mean the supplier definitely cannot provide it, or only that you do not yet have confirmation?" Lee: [missing response] Robin: "When will you next be able to check? I do not want to call repeatedly if there is a particular update point." Which response belongs in the gap?

- A.** We do not yet have shipment confirmation. That is different from a confirmed cancellation. I will keep the uncertainty clear rather than replace it with either a guarantee or an unsupported refusal.
- B.** No. It is a supplier estimate, without a confirmed hour or shipment. I should not turn that into a Wednesday-morning collection promise when the information does not establish one.
- C.** We still have a stockout for this order. The wholesaler estimates Wednesday delivery, but shipment is not confirmed, so I cannot tell you the order is available now.
- D.** The pharmacist can discuss a therapeutic alternative or other appropriate route. Please raise any immediate need with them now; the delivery estimate is not advice that you should interrupt treatment or wait without guidance.

[Answers and explanations, page 135](#)

One useful distinction

No stock at one pharmacy does not by itself prove a regional or national shortage. Likewise, an expected delivery day does not confirm dispatch, the full requested quantity, pharmacy receipt, or collection readiness. Name the status actually known.

E Conversation

Wednesday is an estimate, not a collection promise

Wednesday is an estimate, not a collection promise

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

supplier checkpoint / therapeutic alternative / partial delivery / shipment confirmation /
Collection readiness / order allocation / supplier estimate / regional shortage /
Carrier tracking / stockout

- 01 **Robin:** Lee, I was told there was no stock for my order. Has that changed, or are you still waiting for a delivery?
- 02 **Lee:** We still have a ¹ _____ for this order. The wholesaler estimates Wednesday delivery, but shipment is not confirmed, so I cannot tell you the order is available now.
- 03 **Robin:** I can get a lift Wednesday morning. Should I book it, or does Wednesday just mean that is when the supplier hopes to deliver?
- 04 **Lee:** No. It is a ² _____, without a confirmed hour or shipment. I should not turn that into a Wednesday-morning collection promise when the information does not establish one.
- 05 **Robin:** Does no shipment confirmation mean the supplier definitely cannot provide it, or only that you do not yet have confirmation?
- 06 **Lee:** We do not yet have ³ _____. That is different from a confirmed cancellation. I will keep the uncertainty clear rather than replace it with either a guarantee or an unsupported refusal.

E Conversation / continued

- 07 **Robin:** When will you next be able to check? I do not want to call repeatedly if there is a particular update point.
- 08 **Lee:** The ⁴ _____ is Tuesday at sixteen hundred. I can check the latest status then, including whether the order has been allocated, dispatched, or remains unconfirmed.
- 09 **Robin:** If the tracking page starts showing movement, would that be enough for you to tell me I can collect it?
- 10 **Lee:** ⁵ _____ may show progress in transit, but it is not the same as pharmacy receipt. The actual product and order status still need to be verified.

Conversation continues on the next page.

Wednesday is an estimate, not a collection promise

CONVERSATION / CONTINUED

- 11 **Robin:** Is my whole quantity included? Last time a delivery arrived, but only part of what I needed was in it.
- 12 **Lee:** Correct. We need the ⁶ _____ confirmed for your order. A shipment to the pharmacy does not automatically prove that the requested quantity is included or complete.
- 13 **Robin:** If only some arrives, I suppose that is another question rather than a reason to tell me the entire order has been fulfilled.
- 14 **Lee:** Yes. A ⁷ _____ should be described accurately. Any decision about what may be supplied to you must follow the pharmacist's process and applicable requirements, not my assumption.
- 15 **Robin:** What about a different medicine? I would like to discuss options if waiting is a problem, but I do not want a substitute chosen just because it is on the shelf.
- 16 **Lee:** The pharmacist can discuss a ⁸ _____ or other appropriate route. Please raise any immediate need with them now; the delivery estimate is not advice that you should interrupt treatment or wait without guidance.
- 17 **Robin:** Does your stock problem mean the product is unavailable across the region? That would affect how I understand the situation.
- 18 **Lee:** We have not established a ⁹ _____. The fact I can confirm is our current local stock position. A broader claim needs its own verified information.
- 19 **Robin:** Thank you. I will not treat Wednesday as a pickup appointment. Please keep the supplier's estimate and any later confirmed facts separate.
- 20 **Lee:** I will. ¹⁰ _____ comes after the appropriate steps are confirmed. For now: no stock, Wednesday estimated, shipment unconfirmed, and the supplier checkpoint Tuesday at four.

CHECK THE GAPS

1. stockout / 2. supplier estimate / 3. shipment confirmation / 4. supplier checkpoint / 5. Carrier tracking / 6. order allocation / 7. partial delivery / 8. therapeutic alternative / 9. regional shortage / 10. Collection readiness

[Why these answers fit, page 136](#)

F Check accuracy and scope

Wednesday is an estimate, not a collection promise

Return to the case

The pharmacy has no stock for patient Robin's order. The wholesaler estimates delivery on Wednesday, but shipment has not been confirmed. Technician Lee can check the next supplier update on Tuesday at 16:00. The pharmacist handles questions about alternatives or immediate clinical need. Lee must separate no stock now, a future delivery estimate, dispatch confirmation, actual receipt, and readiness for collection. No exact arrival hour, guaranteed quantity, substitute medicine, or patient collection time is established. A forecast must not become a clinical instruction to wait.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Who should address an alternative medicine question?

- A. Lee by selecting a similar-looking box
- B. The carrier driver
- C. The patient by copying a neighbor's medicine
- D. The pharmacist under the applicable process

2. What does Tuesday at 16:00 represent?

- A. An automatic approval to change treatment
- B. A promised Wednesday arrival hour
- C. A supplier information check, not guaranteed supply or clinical advice to wait
- D. A confirmed delivery to the patient

[Answers and explanations, page 138](#)

Listen for the distinction

Complete the Friday transfer with Thursday at 11:00 as the information checkpoint.

A useful estimate includes its source and limits

A patient may turn Wednesday into I can collect Wednesday morning. Keep the timing qualification attached each time it is repeated. Explain what will be checked and where the patient can raise an immediate need instead of giving vague reassurance.

F Say it / transfer to a new case

Explain a Friday estimate without promising pickup

No stock is available for an order. The supplier estimates Friday delivery, but dispatch is unconfirmed. Technician Bea can check Thursday at 11:00. The pharmacist handles alternative-treatment questions.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

Thursday at 11:00 / unconfirmed / pharmacist / Friday

- 01 **Technician:** Estimated delivery is ¹ _____.
- 02 **Patient:** Dispatch is still ² _____.
- 03 **Technician:** The supplier check is ³ _____.
- 04 **Patient:** An alternative-treatment question goes to the ⁴ _____.

CHECK THE GAPS

1. Friday / 2. unconfirmed / 3. Thursday at 11:00 / 4. pharmacist

[Why these answers fit, page 138](#)

F Say it / transfer to a new case / continued

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Wednesday is an estimate, not a collection promise".

Robin: "If only some arrives, I suppose that is another question rather than a reason to tell me the entire order has been fulfilled." Lee: [missing response] Robin: "What about a different medicine? I would like to discuss options if waiting is a problem, but I do not want a substitute chosen just because it is on the shelf." Which response belongs in the gap?

- A.** No. It is a supplier estimate, without a confirmed hour or shipment. I should not turn that into a Wednesday-morning collection promise when the information does not establish one.
- B.** We still have a stockout for this order. The wholesaler estimates Wednesday delivery, but shipment is not confirmed, so I cannot tell you the order is available now.
- C.** Yes. A partial delivery should be described accurately. Any decision about what may be supplied to you must follow the pharmacist's process and applicable requirements, not my assumption.
- D.** Carrier tracking may show progress in transit, but it is not the same as pharmacy receipt. The actual product and order status still need to be verified.

[Answers and explanations, page 139](#)

Review 2 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Refill requests and response windows" and "Stock enquiries and delivery estimates". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: A request or authorization for a further prescription when the existing authorization is insufficient. Which term fits?

- A. partial fill
- B. treatment interruption
- C. renewal
- D. transmission confirmation

2. A colleague needs the term for this meaning: Sending goods from the supplier or distribution point. Which term fits?

- A. dispatch
- B. interchangeability
- C. lead time
- D. stock on hand

3. Rebuild the exchange from "Prior authorization required is not a final exclusion". Morgan: "If Inez speaks with the plan, will that automatically make the claim accepted, or could more information still be needed afterward?" Alex: [missing response] Morgan: "I also need to know what I might pay. Can you read the current message and tell me my final amount now?" Which response belongs in the gap?

- A. I cannot promise that coverage decision. The request has to follow the actual plan process, and the result is not established merely because someone starts gathering or sending information.
- B. It identifies a prior authorization requirement, not a permanent exclusion by itself. We do not yet have the plan's authorization decision or an accepted claim, so the outcome remains open.
- C. An accepted claim is a separate status that needs verification. A telephone conversation or a submitted request does not, by itself, show that the claim has been accepted.
- D. Their copayment does not establish yours. Plans and individual benefit circumstances can differ, so we need your actual plan information rather than copy another person's experience.

Review 2 / Meaning and context / continued

4. Rebuild the exchange from "Wednesday is an estimate, not a collection promise". Robin: "Does your stock problem mean the product is unavailable across the region? That would affect how I understand the situation." Lee: [missing response] Robin: "Thank you. I will not treat Wednesday as a pickup appointment. Please keep the supplier's estimate and any later confirmed facts separate." Which response belongs in the gap?

- A.** The supplier checkpoint is Tuesday at sixteen hundred. I can check the latest status then, including whether the order has been allocated, dispatched, or remains unconfirmed.
- B.** Carrier tracking may show progress in transit, but it is not the same as pharmacy receipt. The actual product and order status still need to be verified.
- C.** I will. Collection readiness comes after the appropriate steps are confirmed. For now: no stock, Wednesday estimated, shipment unconfirmed, and the supplier checkpoint Tuesday at four.
- D.** We have not established a regional shortage. The fact I can confirm is our current local stock position. A broader claim needs its own verified information.

[Answers and explanations, page 163](#)

A Read the situation

LESSON 05 / PICKUP QUESTIONS AND PHARMACIST CONSULTATIONS

Recognize an auxiliary-label question and complete a clear pharmacist handoff without interpreting or changing the instruction.

The label question has a named pharmacist

At pickup, patient Arden asks technician Kit what an auxiliary label means. Kit can identify the label but is not authorized to interpret its instruction. Pharmacist Ravi is available at the consultation counter and has accepted the question. No instructions are changed in this scenario, and the actual label wording is not supplied as a clinical direction. Kit should acknowledge the uncertainty, explain the handoff, and help Arden reach Ravi without implying that a label is optional or that handing over the package has already answered the question.

People: Arden, Patient; Kit, Pharmacy technician.

Read the record

Choose one answer per question using the facts above.

1. What does Arden ask about?

- A. A confirmed recall lot
- B. The wholesaler's route
- C. A final insurer appeal
- D. An auxiliary label

2. Who has accepted the question?

- A. The next patient in line
- B. An unidentified prescriber
- C. Pharmacist Ravi
- D. Kit as independent clinical interpreter

3. What changes to the instructions are established?

- A. An automatic change in frequency
- B. None
- C. A new dose chosen by Kit
- D. Removal of every warning

[Answers and explanations, page 140](#)

B Vocabulary in use

CORE TERMS

auxiliary label

An additional label providing a relevant medicine instruction or caution.

identify the auxiliary label

patient counseling

A professional discussion helping the patient understand the medicine and its use.

arrange patient counseling

medication guide

Patient information supplied for certain medicines under relevant requirements.

provide the medication guide

package insert

Product information supplied with the medicine, with audience and purpose varying by format.

identify the package insert

precaution

A condition or measure requiring care in using a medicine.

ask about a precaution

interaction

A relevant effect arising from a medicine used with another substance or condition.

ask about an interaction

dispensing label

The pharmacy label with the relevant patient and medicine directions.

verify the dispensing label

consultation counter

The designated place for the pharmacist discussion.

direct to the consultation counter

patient information leaflet

Written product information intended for the patient.

identify the patient information leaflet

warning

Information drawing attention to a relevant risk or required caution.

clarify a warning

contraindication

A condition in which a medicine or treatment should not be used under its labeling or clinical assessment.

refer a contraindication question

food interaction

A possible effect involving medicine use and food.

refer a food-interaction question

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

auxiliary label AUXILIARY LABEL

identify the auxiliary label

Keep the meaning precise: An additional label providing a relevant medicine instruction or caution.

patient information leaflet PATIENT INFORMATION LEAFLET

identify the patient information leaflet

Keep the meaning precise: Written product information intended for the patient.

B Precision and professional shorthand

EXTEND YOUR RANGE

alcohol interaction

A possible effect involving medicine use and alcohol.

refer an alcohol-interaction question

storage condition

A requirement for keeping a product appropriately.

clarify storage conditions

light protection

Storage or handling intended to limit relevant light exposure.

clarify light-protection wording

administration device

Equipment used to deliver a medicine under the specified directions.

identify the administration device

teach-back

A check in which the person explains their understanding so the professional can clarify it.

use teach-back appropriately

drowsiness

A tendency to feel sleepy or less alert.

report drowsiness

refrigeration

Storage under specified refrigerated conditions when required.

clarify a refrigeration instruction

measuring device

A device intended to measure an appropriate quantity accurately.

identify the supplied measuring device

privacy

Protection of personal information and conversation from inappropriate exposure.

protect privacy

accepted handoff

A transfer of a question or task acknowledged by the receiving person.

confirm an accepted handoff

B Precision and professional shorthand / continued

instruction interpretation

Explanation of what a direction means for the person's medicine use.

refer instruction interpretation

counseling completion

Confirmation that the actual professional discussion occurred, not merely that it was offered.

record counseling completion

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

food interaction [FOOD INTERACTION](#)

refer a food-interaction question

Keep the meaning precise: A possible effect involving medicine use and food.

light protection [LIGHT PROTECTION](#)

clarify light-protection wording

Keep the meaning precise: Storage or handling intended to limit relevant light exposure.

Phrases that move the work forward

Welcome the question

Thank you for asking about that label.

State the boundary

I can identify it, but I cannot interpret the instruction for you.

Give a clear location

Ravi is available at the consultation counter.

Avoid an optionality claim

An additional label is not automatically optional.

Explain the handoff

The pharmacist will discuss what the instruction means for your medicine.

Clarify the uncertainty

Please tell Ravi which part is unclear.

Avoid a false completion

The question is accepted; the consultation has not yet been completed.

Keep pickup and counseling distinct

Handing over a package does not itself answer a clinical question.

Identify the item

You are referring to the auxiliary label beside the main dispensing label.

Name the pharmacist

Ravi has accepted your question.

Keep the wording intact

I will pass on the exact label and your question.

Do not change instructions

I am not changing any direction on this package.

Respect privacy

We can use the practice's appropriate private discussion arrangement.

Invite checking understanding

You can explain what you understood and ask Ravi to clarify it.

Route device questions

Ravi can address the appropriate use of the supplied device within the consultation.

Close with the owner

I will connect you with Ravi, who has accepted the question.

Precision in real exchanges

Purpose: Name the pharmacist

Useful wording: Ravi has accepted your question.

Purpose: Give a clear location

Useful wording: Ravi is available at the consultation counter.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which response completes the appropriate handoff?

- A.** Ravi has accepted your auxiliary-label question and is available at the consultation counter.
- B.** Ignore the extra label because it is not the main one.
- C.** I will invent an interpretation to keep the queue moving.
- D.** Collecting the package means counseling is complete.

2. What does Ravi's acceptance establish?

- A.** The patient already understands every instruction.
- B.** A dose change has been prescribed.
- C.** The label can be removed.
- D.** The question has a receiving pharmacist, not a completed consultation.

3. A colleague needs the term for this meaning: The designated place for the pharmacist discussion. Which term fits?

- A.** consultation counter
- B.** storage condition
- C.** teach-back
- D.** precaution

D Choose the response that fits / continued

4. Rebuild the exchange from "The label question has a named pharmacist". Arden: "Could you just tell me quickly? Everyone behind me is waiting, and I feel awkward asking for another conversation." Kit: [missing response] Arden: "Where should I go? I want to know the person is expecting me and understands the question." Which response belongs in the gap?

- A.** Ravi is at the consultation counter. I will make clear that your question is about this auxiliary label, so the handoff includes the issue rather than only your arrival.
- B.** Your question deserves proper patient counseling. Ravi has accepted it and is available. I will connect you with him; I am not authorized to interpret the instruction.
- C.** Thank you for asking. You are referring to the auxiliary label beside the main label. I can identify it, but pharmacist Ravi needs to explain the instruction for your medicine.
- D.** It is not automatically optional. Ravi can explain how the dispensing label and additional information apply together. A label's position on the package is not a reason to disregard it.

[Answers and explanations, page 140](#)

One useful distinction

An auxiliary label adds information; it is not optional merely because it is separate from the main label. The technician can identify which label prompted the question while the pharmacist explains its meaning for the actual medicine and patient.

E Conversation

The label question has a named pharmacist

The label question has a named pharmacist

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

auxiliary label / accepted handoff / teach-back / patient counseling / consultation counter
/ dispensing label / patient information leaflet / administration device /
counseling completion / privacy

- 01 **Arden:** Kit, before I finish collecting this, what does the extra label mean? I recognize the words, but I am not sure how they apply to me.
- 02 **Kit:** Thank you for asking. You are referring to the ¹ _____ beside the main label. I can identify it, but pharmacist Ravi needs to explain the instruction for your medicine.
- 03 **Arden:** I assumed that if it was important, everything would be on the main label. Is an extra sticker just general advice I can ignore?
- 04 **Kit:** It is not automatically optional. Ravi can explain how the ² _____ and additional information apply together. A label's position on the package is not a reason to disregard it.
- 05 **Arden:** Could you just tell me quickly? Everyone behind me is waiting, and I feel awkward asking for another conversation.
- 06 **Kit:** Your question deserves proper ³ _____. Ravi has accepted it and is available. I will connect you with him; I am not authorized to interpret the instruction.

E Conversation / continued

- 07 **Arden:** Where should I go? I want to know the person is expecting me and understands the question.
- 08 **Kit:** Ravi is at the ⁴ _____. I will make clear that your question is about this auxiliary label, so the handoff includes the issue rather than only your arrival.
- 09 **Arden:** That helps. Does accepting the question mean somebody has already checked everything with me, or simply that Ravi is going to discuss it?
- 10 **Kit:** It is an ⁵ _____, not a completed discussion. We should not record counseling as finished just because the question was passed on or a package reached the pickup counter.

Conversation continues on the next page.

The label question has a named pharmacist

CONVERSATION / CONTINUED

- 11 **Arden:** The leaflet says it differently. Can I show Ravi both? I am not sure whether they mean the same thing.
- 12 **Kit:** Bring the ⁶ _____ into the consultation question. Ravi can address the actual wording and context; I should not resolve an apparent difference by choosing an instruction for you.
- 13 **Arden:** There is a device with the package too. Could I ask about it in the pharmacist conversation?
- 14 **Kit:** Yes. A question about the ⁷ _____ belongs in the appropriate consultation. I will not assume that recognizing the package means you have already been shown or understand the device.
- 15 **Arden:** I would prefer to ask the more personal part somewhere people in the queue cannot easily hear. Is that possible through the pharmacy's arrangements?
- 16 **Kit:** We can protect your ⁸ _____. I will tell Ravi that you would like a private discussion without announcing your question to everyone here.
- 17 **Arden:** Once Ravi explains it, I may need to repeat what I understood. Sometimes I say yes because I heard the words, but the meaning is still unclear.
- 18 **Kit:** That kind of ⁹ _____ can help Ravi clarify the explanation. You can say what you understood and ask about anything that does not fit, rather than feel obliged to pretend.
- 19 **Arden:** Thank you. Please keep the original directions unchanged and connect me with Ravi. I want the meaning clarified, not a new instruction guessed at this counter.
- 20 **Kit:** No direction has been changed. We will distinguish the handoff from ¹⁰ _____, and Ravi will address the question through the consultation. I will preserve the label reference and your request for a clear explanation.

CHECK THE GAPS

1. auxiliary label / 2. dispensing label / 3. patient counseling / 4. consultation counter / 5. accepted handoff / 6. patient information leaflet / 7. administration device / 8. privacy / 9. teach-back / 10. counseling completion

[Why these answers fit, page 141](#)

F Check accuracy and scope

The label question has a named pharmacist

Return to the case

At pickup, patient Arden asks technician Kit what an auxiliary label means. Kit can identify the label but is not authorized to interpret its instruction. Pharmacist Ravi is available at the consultation counter and has accepted the question. No instructions are changed in this scenario, and the actual label wording is not supplied as a clinical direction. Kit should acknowledge the uncertainty, explain the handoff, and help Arden reach Ravi without implying that a label is optional or that handing over the package has already answered the question.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. Which statement is inappropriate?

- A. No instruction has been changed here.
- B. Device questions can be raised with the pharmacist.
- C. The auxiliary label is always optional.
- D. The exact question should reach Ravi.

2. What should the patient be encouraged to clarify?

- A. An invented dose supplied by the technician
- B. Another patient's instructions as a substitute
- C. The meaning of an unnamed medicine without a professional review
- D. The actual unclear wording and their understanding during the pharmacist discussion

[Answers and explanations, page 143](#)

Listen for the distinction

Complete the storage transfer with Noor and the consultation area.

A question at pickup is part of the visit

A queue can make someone reluctant to ask about medicine instructions. Acknowledge the question without rushing the person or suggesting that familiar wording is obvious. A named pharmacist handoff is more helpful than pointing vaguely toward another counter.

F Say it / transfer to a new case

Hand off a storage-label question

Patient Drew asks about storage wording. The technician cannot interpret it. Pharmacist Noor accepts the question and is available in the consultation area. No instruction is changed.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

storage / consultation / Noor / unchanged

- 01 **Technician:** The question concerns the ¹ _____ wording.
- 02 **Patient:** The pharmacist who accepted it is ² _____.
- 03 **Technician:** Please use the ³ _____ area.
- 04 **Technician:** The directions remain ⁴ _____.

CHECK THE GAPS

1. storage / 2. Noor / 3. consultation / 4. unchanged

[Why these answers fit, page 143](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "The label question has a named pharmacist". Arden: "There is a device with the package too. Could I ask about it in the pharmacist conversation?" Kit: [missing response] Arden: "I would prefer to ask the more personal part somewhere people in the queue cannot easily hear. Is that possible through the pharmacy's arrangements?" Which response belongs in the gap?

- A.** It is an accepted handoff, not a completed discussion. We should not record counseling as finished just because the question was passed on or a package reached the pickup counter.
- B.** It is not automatically optional. Ravi can explain how the dispensing label and additional information apply together. A label's position on the package is not a reason to disregard it.
- C.** Thank you for asking. You are referring to the auxiliary label beside the main label. I can identify it, but pharmacist Ravi needs to explain the instruction for your medicine.
- D.** Yes. A question about the administration device belongs in the appropriate consultation. I will not assume that recognizing the package means you have already been shown or understand the device.

[Answers and explanations, page 144](#)

A Read the situation

LESSON 06 / PRIVATE COLLECTION AND CONTACT PREFERENCES

Explain a private verification step without accusing the collector or disclosing a patient medication list.

A neighbor at the counter

Pavel asks to collect a prescription for a neighbor. Technician Vera has not yet verified the collection arrangement under the pharmacy process. Pavel asks Vera to read the neighbor's medicines aloud so he can recognize the correct package. Lead pharmacist Maya is available to review the request privately. No pickup decision or contact permission has been established. The task is not to announce a universal ban on friends collecting prescriptions. Vera must protect information, avoid an improvised identity test, and give the request a clear next step.

People: Pavel, Neighbor requesting collection; Vera, Pharmacy technician.

Read the record

Choose one answer per question using the facts above.

1. What is unresolved?

- A.** Whether friends are universally prohibited from collecting
- B.** Whether Pavel has committed an offense
- C.** Whether every medicine may be read aloud
- D.** The collection arrangement under the pharmacy process

2. Who can review the request privately?

- A.** Lead pharmacist Maya
- B.** An unidentified person in the queue
- C.** Pavel acting alone
- D.** A delivery driver outside

3. Which requested action should Vera avoid?

- A.** Explaining that review is needed
- B.** Connecting Pavel with Maya
- C.** Reading the medication list aloud as an improvised identification test
- D.** Acknowledging Pavel's reason for coming

[Answers and explanations, page 145](#)

B Vocabulary in use

CORE TERMS

collection arrangement

The agreed or permitted process for another person to collect an item.

verify the collection arrangement

identity verification

Checking a person's identity using the applicable process.

complete identity verification

professional judgment

Qualified assessment using relevant facts and applicable standards.

exercise professional judgment

disclosure

Making information available to another person.

limit the disclosure

patient preference

A person's expressed choice about care or communication.

record a patient preference

preferred channel

Communication method the patient has chosen where appropriate.

confirm the preferred channel

designated collector

Person identified to collect on someone else's behalf.

confirm the designated collector

authority to collect

Basis on which a person may receive another person's prescription.

clarify authority to collect

reasonable inference

Conclusion supported by circumstances rather than certainty from a single claim.

make a reasonable inference

confidentiality

Duty to protect information from inappropriate access or sharing.

maintain confidentiality

contact permission

Established basis for contacting or sharing through a particular person or channel.

verify contact permission

alternate contact

Another person or destination used when authorized and suitable.

verify an alternate contact

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

collection arrangement **COLLECTION ARRANGEMENT**

verify the collection arrangement

Keep the meaning precise: The agreed or permitted process for another person to collect an item.

reasonable inference **REASONABLE INFERENCE**

make a reasonable inference

Keep the meaning precise: Conclusion supported by circumstances rather than certainty from a single claim.

B Precision and professional shorthand

EXTEND YOUR RANGE

voicemail

Recorded message left when a call is unanswered.

check voicemail preferences

relationship claim

Statement that someone has a particular connection to a patient.

assess the relationship claim

private review

Assessment conducted with appropriate protection from public hearing.

arrange a private review

medication list

Record of medicines associated with a patient.

protect the medication list

identity mismatch

Difference between identifying details that requires clarification.

resolve an identity mismatch

third party

Person or organization other than the main parties to a matter.

verify a third-party request

callback number

Number to use for a return call after appropriate verification.

verify the callback number

pickup request

Request to receive a prepared prescription from the pharmacy.

review a pickup request

public counter

Customer-facing space where other people may hear a conversation.

avoid details at the public counter

relevant information

Details needed for the specific permitted purpose.

share relevant information

authorization record

Documentation relevant to permission for a specified action.

check an authorization record

verified destination

Contact address or number checked through the appropriate process.

use a verified destination

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

alternate contact **ALTERNATE CONTACT**

verify an alternate contact

Keep the meaning precise: Another person or destination used when authorized and suitable.

private review **PRIVATE REVIEW**

arrange a private review

Keep the meaning precise: Assessment conducted with appropriate protection from public hearing.

Phrases that move the work forward

Acknowledge the purpose

I understand that you have come to help your neighbor.

Avoid an accusation

I am checking the arrangement, not accusing you of anything.

Offer the next step

Maya can review the request privately.

Separate identity and authority

Confirming who you are does not answer every collection question.

Check the channel

We have not established permission to use that contact method.

Limit the conversation

We can discuss the request without announcing medicine names here.

Refer the judgment

Maya can assess the relevant circumstances.

Make the handoff concrete

I will connect you with Maya and explain the unresolved collection request.

Name the unresolved step

We have not yet verified the collection arrangement.

Protect the list

I cannot use a public reading of the medication list as an identification test.

Avoid a blanket ban

I am not saying friends can never collect prescriptions.

Keep the patient central

We need to handle the patient's information through the appropriate process.

Do not improvise a test

Please let us follow the pharmacy's verification process.

Clarify the decision status

A collection decision has not yet been made.

Protect contact details

I will not read out another person's contact information.

Close courteously

Thank you for waiting while we resolve this privately.

Precision in real exchanges

Purpose: Protect the list

Useful wording: I cannot use a public reading of the medication list as an identification test.

Purpose: Offer the next step

Useful wording: Maya can review the request privately.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Pavel says, "So friends are never allowed to collect?" Which response is accurate?

- A.** We can settle it by announcing all the medicines.
- B.** That is not what I am saying; Maya can review this unresolved request privately.
- C.** Correct, every friend is prohibited everywhere.
- D.** Any claimed friendship automatically permits every disclosure.

2. Why does confirming Pavel's identity not finish this review?

- A.** A familiar collector's identity removes the need to follow the pharmacy process.
- B.** It establishes who he is, while this collection arrangement still needs review.
- C.** A confirmed identity makes every medication-list disclosure permissible.
- D.** Identity verification automatically authorizes every future collection.

3. A colleague needs the term for this meaning: Basis on which a person may receive another person's prescription. Which term fits?

- A.** authority to collect
- B.** relationship claim
- C.** identity mismatch
- D.** patient preference

D Choose the response that fits / continued

4. Rebuild the exchange from "A neighbor at the counter". Pavel: "Do you think I am lying? She asked me to help, and now I feel as though I have done something wrong." Vera: [missing response] Pavel: "Does that mean friends and neighbors are never allowed to collect, or just that you have not settled the arrangement for this visit?" Which response belongs in the gap?

- A.** It means this request is unresolved. I am not announcing a blanket ban. Maya can use the applicable process and professional judgment in reviewing it.
- B.** I cannot use the medication list as a public identification test. We can take the request forward without announcing those names to everyone at the counter.
- C.** We should use the appropriate process for contact permission and verified details. I will not assume that every number or channel offered at the counter is suitable.
- D.** No. I am not accusing you. The pickup request needs review, and Maya is available to handle it with you. I appreciate why you have come.

[Answers and explanations, page 145](#)

One useful distinction

Identity, relationship, and authority answer different questions. Knowing a person is a neighbor does not by itself settle every disclosure. Nor does uncertainty create a universal ban on third-party collection. Apply the actual pharmacy process and qualified judgment.

Conversation

A neighbor at the counter

A neighbor at the counter

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

pickup request / authority to collect / professional judgment / private review /
confidentiality / relevant information / identity verification / medication list /
contact permission / collection arrangement

- 01 **Pavel:** I am collecting for my neighbor. She asked me to stop here on my way home, but I do not know which package I need.
- 02 **Vera:** I understand. We need to verify the ¹ _____ through our process. I can ask lead pharmacist Maya to review your request privately.
- 03 **Pavel:** Could you just read out her medicines? I will probably recognize one of the names, and that would save us both some time.
- 04 **Vera:** I cannot use the ² _____ as a public identification test. We can take the request forward without announcing those names to everyone at the counter.
- 05 **Pavel:** Do you think I am lying? She asked me to help, and now I feel as though I have done something wrong.
- 06 **Vera:** No. I am not accusing you. The ³ _____ needs review, and Maya is available to handle it with you. I appreciate why you have come.
- 07 **Pavel:** Does that mean friends and neighbors are never allowed to collect, or just that you have not settled the arrangement for this visit?
- 08 **Vera:** It means this request is unresolved. I am not announcing a blanket ban. Maya can use the applicable process and ⁴ _____ in reviewing it.
- 09 **Pavel:** I can tell you my name and explain the relationship. Is proving who I am the same thing as proving that I can collect?
- 10 **Vera:** Those are related but distinct. ⁵ _____ addresses who you are. The appropriate review also needs to resolve the collection arrangement without using medicine names as a guessing game.

Conversation continues on the next page.

A neighbor at the counter

CONVERSATION / CONTINUED

- 11 **Pavel:** Would calling her help? I have a number on my phone, but I do not know what contact details or preferences your pharmacy holds.
- 12 **Vera:** We should use the appropriate process for ⁶ _____ and verified details. I will not assume that every number or channel offered at the counter is suitable.
- 13 **Pavel:** Can we move away from the queue? I can explain why she could not come, but I would rather not announce it here.
- 14 **Vera:** Yes. Maya can provide a ⁷ _____. I will pass on the collection question without describing your neighbor's medicines or circumstances to the waiting customers.
- 15 **Pavel:** Please make sure she knows that I am here to collect, rather than telling her that I asked for permission to see every record.
- 16 **Vera:** I will keep the ⁸ _____ accurate: you requested collection for your neighbor, and we have not yet resolved the arrangement. That is the issue Maya will receive.
- 17 **Pavel:** Thank you. I can wait for that conversation. I mainly needed to know whether there was a next step instead of simply being turned away.
- 18 **Vera:** There is. We will protect ⁹ _____ while Maya reviews it. I cannot promise the outcome before that review, but I can connect you with her.
- 19 **Pavel:** Then please do that. I understand that you have not approved or refused the collection yet and that we should discuss the details privately.
- 20 **Vera:** Exactly. The ¹⁰ _____ will be addressed through the appropriate review. I will explain where the request stands and introduce you to Maya.

CHECK THE GAPS

1. collection arrangement / 2. medication list / 3. pickup request / 4. professional judgment / 5. identity verification / 6. contact permission / 7. private review / 8. relevant information / 9. confidentiality / 10. authority to collect

[Why these answers fit, page 146](#)

F Check accuracy and scope

A neighbor at the counter

Return to the case

Pavel asks to collect a prescription for a neighbor. Technician Vera has not yet verified the collection arrangement under the pharmacy process. Pavel asks Vera to read the neighbor's medicines aloud so he can recognize the correct package. Lead pharmacist Maya is available to review the request privately. No pickup decision or contact permission has been established. The task is not to announce a universal ban on friends collecting prescriptions. Vera must protect information, avoid an improvised identity test, and give the request a clear next step.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What can Vera promise now?

- A. Disclosure of the medication list
- B. Permission to contact any relative
- C. Connection with Maya for private review
- D. Approval of the collection

2. Which note is factual?

- A. Neighbor collection requested; arrangement unresolved; referred to Maya privately.
- B. Unauthorized stranger confirmed to be stealing medicines.
- C. Written authorization is legally mandatory in every pickup.
- D. Patient consented to every contact method.

[Answers and explanations, page 148](#)

Listen for the distinction

Complete the alternate-number transfer without assuming that a supplied number establishes contact permission.

Explain the process without implying wrongdoing

A verification question can sound like an accusation when a collector believes they are helping. Acknowledge that purpose, identify the unresolved arrangement, and name the person who can review it. Privacy is not a reason to shame someone publicly.

F Say it / transfer to a new case

Clarify an alternate contact request

Collector Sam supplies a new telephone number. Contact permission is unverified. Pharmacist Ellis accepts the private review. No patient information has been disclosed.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

telephone number / Ellis / disclosed / unverified

- 01 **Technician:** The new ¹ _____ has not been verified.
- 02 **Collector:** Contact permission is still ² _____.
- 03 **Technician:** Pharmacist ³ _____ has accepted the review.
- 04 **Technician:** No patient information has been ⁴ _____.

CHECK THE GAPS

1. telephone number / 2. unverified / 3. Ellis / 4. disclosed

[Why these answers fit, page 148](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "A neighbor at the counter". Pavel: "Can we move away from the queue? I can explain why she could not come, but I would rather not announce it here." Vera: [missing response] Pavel: "Please make sure she knows that I am here to collect, rather than telling her that I asked for permission to see every record." Which response belongs in the gap?

- A.** It means this request is unresolved. I am not announcing a blanket ban. Maya can use the applicable process and professional judgment in reviewing it.
- B.** I cannot use the medication list as a public identification test. We can take the request forward without announcing those names to everyone at the counter.
- C.** Yes. Maya can provide a private review. I will pass on the collection question without describing your neighbor's medicines or circumstances to the waiting customers.
- D.** There is. We will protect confidentiality while Maya reviews it. I cannot promise the outcome before that review, but I can connect you with her.

[Answers and explanations, page 149](#)

Review 3 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Pickup questions and pharmacist consultations" and "Private collection and contact preferences". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: A professional discussion helping the patient understand the medicine and its use. Which term fits?

- A. warning
- B. drowsiness
- C. patient counseling
- D. privacy

2. A colleague needs the term for this meaning: Duty to protect information from inappropriate access or sharing. Which term fits?

- A. collection arrangement
- B. confidentiality
- C. voicemail
- D. medication list

3. Rebuild the exchange from "Wednesday is an estimate, not a collection promise". Robin: "If the tracking page starts showing movement, would that be enough for you to tell me I can collect it?" Lee: [missing response] Robin: "Is my whole quantity included? Last time a delivery arrived, but only part of what I needed was in it." Which response belongs in the gap?

- A. Correct. We need the order allocation confirmed for your order. A shipment to the pharmacy does not automatically prove that the requested quantity is included or complete.
- B. Carrier tracking may show progress in transit, but it is not the same as pharmacy receipt. The actual product and order status still need to be verified.
- C. The supplier checkpoint is Tuesday at sixteen hundred. I can check the latest status then, including whether the order has been allocated, dispatched, or remains unconfirmed.
- D. We still have a stockout for this order. The wholesaler estimates Wednesday delivery, but shipment is not confirmed, so I cannot tell you the order is available now.

Review 3 / Meaning and context / continued

4. Rebuild the exchange from "A neighbor at the counter". Pavel: "Thank you. I can wait for that conversation. I mainly needed to know whether there was a next step instead of simply being turned away." Vera: [missing response] Pavel: "Then please do that. I understand that you have not approved or refused the collection yet and that we should discuss the details privately." Which response belongs in the gap?

- A.** I cannot use the medication list as a public identification test. We can take the request forward without announcing those names to everyone at the counter.
- B.** Yes. Maya can provide a private review. I will pass on the collection question without describing your neighbor's medicines or circumstances to the waiting customers.
- C.** It means this request is unresolved. I am not announcing a blanket ban. Maya can use the applicable process and professional judgment in reviewing it.
- D.** There is. We will protect confidentiality while Maya reviews it. I cannot promise the outcome before that review, but I can connect you with her.

[Answers and explanations, page 166](#)

A Read the situation

LESSON 07 / PRECISE INVENTORY AND QUALITY QUERIES

Read back product identifiers and distinguish an unverified stock match from a confirmed recall assessment.

AB41 is not AB14

A fictional recall notice names lot AB41. The delivery record shows AB14, but nobody has checked the label on the stock itself. Technician Emil brings the discrepancy to pharmacist Maya, who owns the recall assessment. The team must compare the actual product and lot with the complete notice through its approved process. Neither affected-stock status nor patient exposure has been established. A different number in one record does not prove the shelf is clear. No disposal, release, patient-contact, or treatment decision is supplied.

People: Emil, Pharmacy technician; Maya, Lead pharmacist.

Read the record

Choose one answer per question using the facts above.

1. Which source has not been checked?

- A.** The notice naming AB41
- B.** The identity of the assessment owner
- C.** The label on the actual stock
- D.** The delivery record showing AB14

2. What can be concluded now?

- A.** A discrepancy needs assessment; affected-stock status is not established.
- B.** All stock is unaffected.
- C.** Every patient received recalled medicine.
- D.** The notice must be wrong.

3. Who owns the recall assessment?

- A.** The patient queue
- B.** An unidentified supplier driver
- C.** Pharmacist Maya
- D.** Emil acting beyond the agreed process

[Answers and explanations, page 150](#)

B Vocabulary in use

CORE TERMS

recall notice

Formal communication identifying a product problem and applicable actions.

review the recall notice

batch

Defined quantity produced under a specified manufacturing process.

trace the batch

product identifier

Code or set of details identifying a product.

match the product identifier

manufacturer

Organization responsible for making a product.

confirm the manufacturer

delivery record

Documentation of goods delivered to a location.

reconcile the delivery record

stock reconciliation

Comparison of records with actual inventory to resolve differences.

complete stock reconciliation

lot number

Identifier for a defined production group.

read back the lot number

serial number

Identifier assigned to a particular individual item or package.

verify a serial number

National Drug Code

US identifier commonly abbreviated NDC for a listed drug product.

compare the National Drug Code

expiration date

Date after which a product should not be used under its labeling.

check the expiration date

physical stock

Actual inventory present rather than entries in a system.

inspect the physical stock

traceability

Ability to follow product history and movement through records.

preserve traceability

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

recall notice **RECALL NOTICE**

review the recall notice

Keep the meaning precise: Formal communication identifying a product problem and applicable actions.

National Drug Code **NATIONAL DRUG CODE**

compare the National Drug Code

Keep the meaning precise: US identifier commonly abbreviated NDC for a listed drug product.

B Precision and professional shorthand

EXTEND YOUR RANGE

quarantine

Controlled segregation or status preventing use pending an authorized decision.

apply the quarantine process

recall scope

Defined products, lots, dates, or other limits of a recall.

establish the recall scope

return authorization

Permission or reference required for an approved product return.

obtain return authorization

release decision

Authorized decision allowing stock to become available for its intended use.

document a release decision

first-expiry-first-out

Using the earliest-expiring eligible stock first; FEFO does not permit expired or quarantined stock.

apply first-expiry-first-out

affected stock

Inventory confirmed to fall within the relevant notice or problem scope.

identify affected stock

disposition

Authorized decision about what happens to a product.

record the disposition

destruction record

Documentation that product was destroyed through the authorized process.

retain a destruction record

patient exposure

Situation in which a patient received or used a relevant product.

assess patient exposure

temperature excursion

Temperature outside specified storage limits.

report a temperature excursion

B Precision and professional shorthand / continued

tamper evidence

Visible feature intended to show that packaging may have been interfered with.

check tamper evidence

quality defect

Product problem affecting conformity with relevant quality requirements.

report a quality defect

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

traceability TRACEABILITY

preserve traceability

Keep the meaning precise: Ability to follow product history and movement through records.

return authorization RETURN AUTHORIZATION

obtain return authorization

Keep the meaning precise: Permission or reference required for an approved product return.

Phrases that move the work forward

Name the document

The notice names lot AB41.

Read back precisely

That is A, B, four, one on the notice.

Avoid premature clearance

The record difference does not establish that the shelf is unaffected.

Compare the full scope

We need the complete product details and notice scope.

Keep exposure unconfirmed

Patient exposure has not been established.

Avoid an invented disposition

No disposal or release decision has been supplied.

Report a mismatch

These identifiers differ; the reason is not yet known.

Route clinical questions

A pharmacist must address questions about taking the medicine.

Read the second source

The delivery record shows AB14.

State the missing check

The actual stock label has not yet been checked.

Name the owner

Maya owns the recall assessment.

Separate records and stock

A delivery entry is not a physical-stock check.

Protect traceability

Preserve the original references and the results of each check.

Follow the real procedure

Use the actual notice and the approved pharmacy process.

Keep actions distinct

Holding stock is not the same as destroying it.

Close the record accurately

Record the findings and authorized decision when they are established.

Precision in real exchanges

Purpose: State the missing check

Useful wording: The actual stock label has not yet been checked.

Purpose: Avoid premature clearance

Useful wording: The record difference does not establish that the shelf is unaffected.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which read-back preserves the notice code?

- A.** A, B, one, four
- B.** A, B, fourteen on both documents
- C.** A, B, forty-one on the delivery record
- D.** A, B, four, one

2. Which statement overstates the evidence?

- A.** The shelf is clear because the delivery record shows a different lot.
- B.** The actual stock label has not been checked.
- C.** Maya owns the assessment.
- D.** Full notice scope must be compared.

3. A colleague needs the term for this meaning: Identifier assigned to a particular individual item or package. Which term fits?

- A.** serial number
- B.** delivery record
- C.** first-expiry-first-out
- D.** recall scope

D Choose the response that fits / continued

4. Rebuild the exchange from "AB41 is not AB14". Emil: "I was about to mark unaffected because AB14 is different. Then I realized I had only checked the delivery entry, not the cartons themselves." Maya: [missing response] Emil: "Then I will not tell the counter team that the shelf is clear. What should I include when I describe the unresolved query?" Which response belongs in the gap?

- A.** It would jump ahead. The delivery record is one source. It does not establish which lot is on the shelf or complete the assessment against the notice.
- B.** Start with the recall notice. Read its lot exactly, then name the second source. We should not let a familiar-looking code substitute for an exact comparison.
- C.** The lot number on the notice is AB41; the record shows AB14. Thank you for separating them. The physical label is still an outstanding check.
- D.** Exactly. Preserve traceability through the source references and actual findings. Anyone reviewing the matter needs to see what was checked, what differed, and what remains unresolved.

[Answers and explanations, page 150](#)

One useful distinction

Lot, serial, and product identifiers are not interchangeable. A product code identifies the product category or configuration; a lot identifies a production group. The complete recall notice determines which details matter. A matching fragment is not the full assessment.

Conversation

AB41 is not AB14

AB41 is not AB14

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

Patient exposure / traceability / physical stock / recall scope / release decision /
delivery record / disposition / Quarantine / recall notice / lot number

- 01 **Emil:** Maya, I have a code discrepancy on the recall paperwork. The notice and delivery record look similar, but the final two characters are reversed.
- 02 **Maya:** Start with the ¹ _____. Read its lot exactly, then name the second source. We should not let a familiar-looking code substitute for an exact comparison.
- 03 **Emil:** The notice says A, B, four, one: AB41. The delivery record says A, B, one, four: AB14. I have not checked the shelf label.
- 04 **Maya:** The ² _____ on the notice is AB41; the record shows AB14. Thank you for separating them. The physical label is still an outstanding check.
- 05 **Emil:** I was about to mark unaffected because AB14 is different. Then I realized I had only checked the delivery entry, not the cartons themselves.
- 06 **Maya:** It would jump ahead. The ³ _____ is one source. It does not establish which lot is on the shelf or complete the assessment against the notice.
- 07 **Emil:** Then I will not tell the counter team that the shelf is clear. What should I include when I describe the unresolved query?
- 08 **Maya:** Name both sources and the unchecked ⁴ _____. Also identify me as the assessment owner so colleagues know where findings and questions must go.
- 09 **Emil:** The product has other identifying details as well. I assume the lot code alone is not a reason to skip the product and manufacturer comparison.
- 10 **Maya:** Correct. We need the complete ⁵ _____ and applicable product details. Follow the actual notice and our approved process rather than infer the scope from two letters and two digits.

Conversation continues on the next page.

AB41 is not AB14

CONVERSATION / CONTINUED

- 11 **Emil:** If we find a match, should I immediately describe it as proof that a patient received the affected product, or is that another question?
- 12 **Maya:** That is another question. ⁶ _____ has not been established. Stock findings and patient-related assessment must be recorded accurately without turning one into an unsupported conclusion about the other.
- 13 **Emil:** I will attach both source references. Otherwise the next shift may see a corrected summary without understanding why we raised the query.
- 14 **Maya:** Exactly. Preserve ⁷ _____ through the source references and actual findings. Anyone reviewing the matter needs to see what was checked, what differed, and what remains unresolved.
- 15 **Emil:** I also want to avoid using hold, return, and destroy as if they were the same action. The required action depends on the actual instructions.
- 16 **Maya:** Yes. ⁸ _____ and final disposition are distinct. Use the applicable process and notice; do not invent disposal or release instructions from this discrepancy.
- 17 **Emil:** If a patient asks whether to stop taking a medicine while we check this, I should connect that question with the appropriate pharmacist advice.
- 18 **Maya:** Correct. Do not turn an inventory query into a treatment instruction. An authorized ⁹ _____ for stock and clinical advice for a patient are different matters.
- 19 **Emil:** My summary will say AB41 on the notice, AB14 in the delivery record, stock label unchecked, and assessment with Maya. No affected-stock conclusion yet.
- 20 **Maya:** That is accurate. The ¹⁰ _____ is not established either. Bring the verified findings through our process, and keep the pending status clear until the responsible decision is recorded.

CHECK THE GAPS

1. recall notice / 2. lot number / 3. delivery record / 4. physical stock / 5. recall scope / 6. Patient exposure / 7. traceability / 8. Quarantine / 9. disposition / 10. release decision

[Why these answers fit, page 151](#)

F Check accuracy and scope

AB41 is not AB14

Return to the case

A fictional recall notice names lot AB41. The delivery record shows AB14, but nobody has checked the label on the stock itself. Technician Emil brings the discrepancy to pharmacist Maya, who owns the recall assessment. The team must compare the actual product and lot with the complete notice through its approved process. Neither affected-stock status nor patient exposure has been established. A different number in one record does not prove the shelf is clear. No disposal, release, patient-contact, or treatment decision is supplied.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. What should be preserved?

- A.** An assumed exposure conclusion
- B.** An invented disposal instruction
- C.** The source identifiers, actual findings, and authorized decisions
- D.** Only the newest number with the earlier one deleted

2. Which patient-facing claim is unsupported?

- A.** The actual notice determines the relevant scope.
- B.** Patient exposure is not established here.
- C.** Every recall means you should stop taking medicine immediately.
- D.** A pharmacist should address treatment questions.

[Answers and explanations, page 153](#)

Listen for the distinction

Repeat the transfer with CD27 and CD72, the unchecked stock, and Noor.

Read identifiers, not impressions

A familiar-looking code can be misheard when colleagues are busy. Read the exact sequence, name the source, and ask for a read-back. Correcting AB41 to AB14 is a factual distinction, not a criticism of the other person.

F Say it / transfer to a new case

Read back a different lot discrepancy

Notice lot CD27 differs from delivery entry CD72. Actual stock is unchecked. Pharmacist Noor owns the assessment. No affected-stock conclusion has been reached.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

Noor / unchecked / CD27 / CD72

- 01 **Technician:** The notice names ¹ _____.
- 02 **Pharmacist:** The delivery entry is ² _____.
- 03 **Technician:** The actual stock is still ³ _____.
- 04 **Pharmacist:** The assessment owner is ⁴ _____.

CHECK THE GAPS

1. CD27 / 2. CD72 / 3. unchecked / 4. Noor

[Why these answers fit, page 153](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "AB41 is not AB14". Emil: "I will attach both source references. Otherwise the next shift may see a corrected summary without understanding why we raised the query." Maya: [missing response] Emil: "I also want to avoid using hold, return, and destroy as if they were the same action. The required action depends on the actual instructions." Which response belongs in the gap?

- A.** Exactly. Preserve traceability through the source references and actual findings. Anyone reviewing the matter needs to see what was checked, what differed, and what remains unresolved.
- B.** Start with the recall notice. Read its lot exactly, then name the second source. We should not let a familiar-looking code substitute for an exact comparison.
- C.** The lot number on the notice is AB41; the record shows AB14. Thank you for separating them. The physical label is still an outstanding check.
- D.** It would jump ahead. The delivery record is one source. It does not establish which lot is on the shelf or complete the assessment against the notice.

[Answers and explanations, page 154](#)

A Read the situation

LESSON 08 / CORRECTED MESSAGES AND SHIFT HANDOFFS

Correct an inaccurate status promptly, acknowledge its effect, and hand over a named follow-up without promising collection.

Correcting a ready message

At 14:00, technician Jo told patient Asha that a prescription was ready after misreading a queue entry. At 14:10, Jo confirms that pharmacist review is still pending. Asha is already traveling to the pharmacy. Jo owns the correction call now and a status update at 16:00. No collection time is confirmed. Jo must clearly withdraw the earlier ready statement, explain the verified status, acknowledge the disruption, and preserve an accurate record. The team must distinguish an attempted call, successful contact, and a completed correction.

People: Jo, Pharmacy technician; Asha, Patient.

Read the record

Choose one answer per question using the facts above.

1. What was wrong with the 14:00 message?

- A. It said ready although pharmacist review was still pending.
- B. It correctly guaranteed collection at 16:00.
- C. It confirmed a patient had already collected.
- D. It documented a completed correction call.

2. Which time is an update commitment?

- A. A guaranteed review completion time
- B. 16:00
- C. 14:00 as a new pickup slot
- D. Any assumed arrival time

3. What must a handoff distinguish?

- A. A queue entry and automatic readiness
- B. An apology and a clinical decision
- C. Travel already started and guaranteed supply
- D. Attempted contact and a correction actually communicated

[Answers and explanations, page 155](#)

B Vocabulary in use

CORE TERMS

queue entry

Item displayed in a workflow waiting for a processing step.

check the queue entry

status correction

Replacement of an inaccurate status with the verified one.

issue a status correction

pharmacist review

Professional review by the pharmacist within the dispensing process.

await pharmacist review

in progress

Started but not completed.

mark the task in progress

dispensed

Prepared or supplied through the relevant dispensing process; usage must be clear.

distinguish dispensed from collected

timestamp

Recorded time associated with an event or entry.

preserve the timestamp

workflow stage

Defined point within a sequence of work.

verify the workflow stage

ready notification

Message stating that an item is ready for collection.

withdraw a ready notification

final check

Required final verification under the applicable dispensing process.

confirm the final check

pending

Awaiting an event, action, or decision.

show the review as pending

collected

Received by the person collecting the item.

record the item as collected

contact attempt

Effort to reach someone without assuming contact succeeded.

record a contact attempt

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

queue entry **QUEUE ENTRY**

check the queue entry

Keep the meaning precise: Item displayed in a workflow waiting for a processing step.

final check **FINAL CHECK**

confirm the final check

Keep the meaning precise: Required final verification under the applicable dispensing process.

B Precision and professional shorthand

EXTEND YOUR RANGE

successful contact

Confirmed communication with the intended person through the appropriate process.

document successful contact

acknowledgment

Response showing receipt or recognition of information.

obtain acknowledgment

update commitment

Promise to provide information at a stated time or trigger.

keep the update commitment

handoff record

Written account transferring relevant facts and responsibility.

complete the handoff record

closed-loop handoff

Transfer in which receipt and responsibility are confirmed.

use a closed-loop handoff

audit trail

Preserved sequence showing events and changes to a record.

maintain the audit trail

message delivered

Information actually conveyed, not merely prepared or queued.

confirm the message was delivered

correction owner

Person responsible for communicating and recording a correction.

name the correction owner

readiness estimate

Forecast of when an item may be ready, not confirmation.

qualify a readiness estimate

open action

Task that remains unfinished.

assign the open action

service recovery

Actions addressing a service failure and its effects.

support service recovery

verified status

State established through the appropriate check.

communicate the verified status

Say it in context

Stress the highlighted expression. Keep the surrounding words connected; pause at the end of the phrase.

contact attempt CONTACT ATTEMPT

record a contact attempt

Keep the meaning precise: Effort to reach someone without assuming contact succeeded.

update commitment UPDATE COMMITMENT

keep the update commitment

Keep the meaning precise: Promise to provide information at a stated time or trigger.

Phrases that move the work forward

Open the correction

I need to correct the ready message I gave you at 14:00.

Take responsibility

I misread the queue entry and gave you an inaccurate status.

Withdraw the promise

Please do not rely on my earlier statement that it was ready.

Define the update

I will provide a status update at 16:00.

Check receipt

Can I confirm that you received the corrected status?

Record the actual outcome

Record whether contact succeeded and what was communicated.

Make the handoff explicit

Any transfer must include the open action and an accepting owner.

Do not claim clinical completion

I cannot speak as though pharmacist review has finished.

State the verified position

Pharmacist review is still pending.

Apologize plainly

I am sorry that my message caused this disruption.

Avoid a replacement guess

I cannot confirm a collection time now.

Keep the distinction

That is an update time, not a pickup appointment.

Respect safe contact

Please respond only when it is safe and appropriate.

Name the owner

I own the correction and the 16:00 follow-up.

Preserve the earlier event

Keep the original message and the correction visible in the record.

Close with the next fact

The current status is pending review, with an update at 16:00.

Precision in real exchanges

Purpose: Apologize plainly

Useful wording: I am sorry that my message caused this disruption.

Purpose: Withdraw the promise

Useful wording: Please do not rely on my earlier statement that it was ready.

D Choose the response that fits

Choose one response for each situation. Preserve the facts, the decision boundary, and the purpose of the exchange.

1. Which opening most clearly repairs the error?

- A.** There might have been some confusion, but come anyway.
- B.** Everything is fine because I sent a message.
- C.** Ready probably means ready enough.
- D.** I need to correct my 14:00 ready message: pharmacist review is still pending.

2. Which promise is supported?

- A.** Jo will provide a status update at 16:00.
- B.** The prescription will be ready at 16:00.
- C.** Review is guaranteed to finish before Asha arrives.
- D.** Asha has already received the medicine.

3. A colleague needs the term for this meaning: Message stating that an item is ready for collection. Which term fits?

- A.** closed-loop handoff
- B.** acknowledgment
- C.** dispensed
- D.** ready notification

D Choose the response that fits / continued

4. Rebuild the exchange from "Correcting a ready message". Jo: "Yes. My earlier ready message was wrong. I am sorry you arranged travel because of it. Review is still pending, and I cannot give you a collection time." Asha: [missing response] Jo: "I treated a queue entry as though it established readiness. It did not. I should have checked the actual stage before giving you a collection message." Which response belongs in the gap?

- A.** Can you explain the difference between seeing it in the system and knowing it has completed pharmacist review? That seems to be where the message went wrong.
- B.** Then the verified status is that it is not confirmed ready. I need you to say that clearly because I arranged my afternoon around collecting it.
- C.** All right. Please make the status correction clear to anyone handling my enquiry, so the original ready message is not repeated when I next contact the pharmacy.
- D.** Will the record show that you actually reached me? I would not want a later colleague to confuse an attempted call with successful contact and assume I had been told.

[Answers and explanations, page 155](#)

One useful distinction

Ready, in progress, dispensed, and collected may appear close together in a system but describe different events. Use the pharmacy definitions and verified workflow state. Seeing an entry in a queue does not prove that review or release is complete.

E Conversation

Correcting a ready message

Correcting a ready message

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

status correction / open action / readiness estimate / audit trail / ready notification /
pharmacist review / verified status / closed-loop handoff / successful contact /
update commitment

- 01 **Jo:** Asha, this is Jo at the pharmacy. Is it safe and appropriate to speak now? I need to correct the ready message I gave you earlier.
- 02 **Asha:** I can speak. I am already traveling because your ¹ _____ said I could collect. What has changed?
- 03 **Jo:** At 14:10 I checked the status and confirmed that pharmacist review is still pending. I misread the queue entry when I spoke to you at 14:00.
- 04 **Asha:** Then the ² _____ is that it is not confirmed ready. I need you to say that clearly because I arranged my afternoon around collecting it.
- 05 **Jo:** Yes. My earlier ready message was wrong. I am sorry you arranged travel because of it. Review is still pending, and I cannot give you a collection time.
- 06 **Asha:** Can you explain the difference between seeing it in the system and knowing it has completed ³ _____? That seems to be where the message went wrong.
- 07 **Jo:** I treated a queue entry as though it established readiness. It did not. I should have checked the actual stage before giving you a collection message.
- 08 **Asha:** I appreciate you owning the mistake. What is the ⁴ _____ now, and does that tell me when I can collect?
- 09 **Jo:** I own the correction call now and a status update at 16:00. That is a time for information, not a confirmed pickup appointment or promise that review will be complete.
- 10 **Asha:** Then please do not describe 16:00 as a ⁵ _____ if you do not have evidence for one. I would rather have an honest status than another trip based on a guess.

Conversation continues on the next page.

Correcting a ready message

CONVERSATION / CONTINUED

- 11 **Jo:** Agreed. I cannot supply a readiness time. At 16:00 I will report the verified position, including anything still pending, rather than turn the update into another collection promise.
- 12 **Asha:** Will the record show that you actually reached me? I would not want a later colleague to confuse an attempted call with ⁶ _____ and assume I had been told.
- 13 **Jo:** Yes. I will record the actual contact result and the corrected information communicated through our process. An unanswered call would not mean that the correction had reached you.
- 14 **Asha:** If someone else takes over later, I want the ⁷ _____ to stay visible. Otherwise I may need to explain the entire problem again.
- 15 **Jo:** I remain responsible for the follow-up. If a transfer becomes necessary, it must include the verified status, what I communicated, the outstanding action, and a colleague who accepts responsibility.
- 16 **Asha:** That sounds like a ⁸ _____, rather than leaving a name in the system and hoping they notice.
- 17 **Jo:** Exactly. I will keep the original message and this correction in the record. The next shift needs to know what you were told, not just the latest status.
- 18 **Asha:** Keep the ⁹ _____. I have received the correction: review is pending, there is no collection time, and you will update me at 16:00.
- 19 **Jo:** That is correct. Thank you for confirming receipt. I am sorry for the disruption. I will keep the follow-up assigned and communicate the verified status at the agreed time.
- 20 **Asha:** All right. Please make the ¹⁰ _____ clear to anyone handling my enquiry, so the original ready message is not repeated when I next contact the pharmacy.

CHECK THE GAPS

1. ready notification / 2. verified status / 3. pharmacist review / 4. update commitment / 5. readiness estimate / 6. successful contact / 7. open action / 8. closed-loop handoff / 9. audit trail / 10. status correction

[Why these answers fit, page 156](#)

F Check accuracy and scope

Correcting a ready message

Return to the case

At 14:00, technician Jo told patient Asha that a prescription was ready after misreading a queue entry. At 14:10, Jo confirms that pharmacist review is still pending. Asha is already traveling to the pharmacy. Jo owns the correction call now and a status update at 16:00. No collection time is confirmed. Jo must clearly withdraw the earlier ready statement, explain the verified status, acknowledge the disruption, and preserve an accurate record. The team must distinguish an attempted call, successful contact, and a completed correction.

Choose one answer per question. Use the case facts and keep any uncertainty or limits intact.

1. If the call is unanswered, what should the record show?

- A. A completed correction communicated to Asha
- B. Asha's agreement to the revised status
- C. A confirmed collection time
- D. An attempted contact with the correction action still unresolved

2. Which handoff is complete in principle?

- A. A new name with no acknowledged responsibility
- B. An erased original message
- C. Only the word sorry
- D. Verified status, actual contact outcome, open follow-up, and accepting owner

[Answers and explanations, page 158](#)

Listen for the distinction

Complete the transfer in which the message has not been sent; do not invent a patient contact that never occurred.

Apologize with the corrected fact

A vague apology can leave the original message intact. State what was wrong and what is now verified before describing follow-up. Taking responsibility for a misread queue entry is more useful than blaming the system or defending the original wording.

F Say it / transfer to a new case

Correct a queued message

At 10:05, technician Erin discovers an inaccurate ready message prepared for patient Leo. It has not been sent. Review is pending. Erin owns correcting the queued message before release.

Complete the four gaps. With a partner, read alternate roles, then switch. Studying alone, read both roles and pause before each response.

WORD AND PHRASE BANK

Erin / pending / sent / release

- 01 **Erin:** The inaccurate message has not been ¹ _____.
- 02 **Colleague:** The verified review status is ² _____.
- 03 **Erin:** The correction owner is ³ _____.
- 04 **Colleague:** Correct it before message ⁴ _____.

CHECK THE GAPS

1. sent / 2. pending / 3. Erin / 4. release

[Why these answers fit, page 158](#)

Rebuild the exchange

Choose the missing response. Read the completed three-turn exchange aloud, changing roles on the second reading.

1. Rebuild the exchange from "Correcting a ready message". Jo: "Yes. I will record the actual contact result and the corrected information communicated through our process. An unanswered call would not mean that the correction had reached you." Asha: [missing response] Jo: "I remain responsible for the follow-up. If a transfer becomes necessary, it must include the verified status, what I communicated, the outstanding action, and a colleague who accepts responsibility." Which response belongs in the gap?

- A.** Keep the audit trail. I have received the correction: review is pending, there is no collection time, and you will update me at 16:00.
- B.** Can you explain the difference between seeing it in the system and knowing it has completed pharmacist review? That seems to be where the message went wrong.
- C.** Then the verified status is that it is not confirmed ready. I need you to say that clearly because I arranged my afternoon around collecting it.
- D.** If someone else takes over later, I want the open action to stay visible. Otherwise I may need to explain the entire problem again.

[Answers and explanations, page 159](#)

Review 4 / Meaning and context

Use language from the lessons you have completed. Choose one answer per question.

Case file

Revisit "Precise inventory and quality queries" and "Corrected messages and shift handoffs". Choose precise terminology, then reconstruct the missing responses using both neighboring turns. The final two questions also revisit earlier conversations.

1. A colleague needs the term for this meaning: Defined quantity produced under a specified manufacturing process. Which term fits?

- A. affected stock
- B. batch
- C. patient exposure
- D. expiration date

2. A colleague needs the term for this meaning: Awaiting an event, action, or decision. Which term fits?

- A. queue entry
- B. handoff record
- C. successful contact
- D. pending

3. Rebuild the exchange from "A neighbor at the counter". Pavel: "I can tell you my name and explain the relationship. Is proving who I am the same thing as proving that I can collect?" Vera: [missing response] Pavel: "Would calling her help? I have a number on my phone, but I do not know what contact details or preferences your pharmacy holds." Which response belongs in the gap?

- A. I cannot use the medication list as a public identification test. We can take the request forward without announcing those names to everyone at the counter.
- B. We should use the appropriate process for contact permission and verified details. I will not assume that every number or channel offered at the counter is suitable.
- C. I will keep the relevant information accurate: you requested collection for your neighbor, and we have not yet resolved the arrangement. That is the issue Maya will receive.
- D. Those are related but distinct. identity verification addresses who you are. The appropriate review also needs to resolve the collection arrangement without using medicine names as a guessing game.

Review 4 / Meaning and context / continued

4. Rebuild the exchange from "Correcting a ready message". Jo: "Exactly. I will keep the original message and this correction in the record. The next shift needs to know what you were told, not just the latest status." Asha: [missing response] Jo: "That is correct. Thank you for confirming receipt. I am sorry for the disruption. I will keep the follow-up assigned and communicate the verified status at the agreed time." Which response belongs in the gap?

- A.** If someone else takes over later, I want the open action to stay visible. Otherwise I may need to explain the entire problem again.
- B.** Then the verified status is that it is not confirmed ready. I need you to say that clearly because I arranged my afternoon around collecting it.
- C.** Keep the audit trail. I have received the correction: review is pending, there is no collection time, and you will update me at 16:00.
- D.** Can you explain the difference between seeing it in the system and knowing it has completed pharmacist review? That seems to be where the message went wrong.

[Answers and explanations, page 168](#)

Language for the next case

Check what the number measures

directions for use

The verified current directions specify one tablet twice daily; the previous once-daily pattern cannot determine this order's days supply.

Omar: Start with the current directions for use. Read the amount per administration and the frequency separately before you divide anything.

strength

Strength is five milligrams per tablet; it is not the number of tablets used each day and cannot replace the daily tablet quantity in this calculation.

Omar: Exactly. Keep strength, tablet quantity, and daily tablet use in separate fields. The arithmetic should carry the units, not just a row of numbers.

maximum daily use

Thirty tablets divided by the explicit maximum of six daily equals five days at maximum use, not a prediction that the patient will consume that amount every day.

Omar: No. Five days is the calculation at maximum daily use. As-needed use does not tell us the amount the person will actually take each day.

days supply

Sixty tablets divided by two tablets per day equals thirty days; the copied sixty-day field does not match the current directions.

Omar: Correct: the calculated days supply is thirty. What does the five-milligram figure describe, and why is it not your divisor here?

clinical approval

Clinical approval and the required pharmacy checks are separate from arithmetic; a correct quotient does not establish that a prescription is appropriate or ready to supply.

Omar: Bring it back for the required check. Correct arithmetic is not clinical approval or evidence that all other dispensing checks are complete.

Adherence

Adherence concerns following the agreed medicine directions; a quantity-based calculation or refill interval alone does not prove how the patient actually used the medicine.

Omar: No. Adherence needs an appropriate discussion and assessment. A calculated supply period is not an observation of what somebody swallowed.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Check what the number measures

Fictional calculation check, not patient advice: order A supplies 60 tablets, strength 5 mg each, verified direction one tablet twice daily. A copied days-supply field says 60. Separate order B supplies 30 tablets, as needed, with an explicit maximum of 6 tablets daily. Pharmacist review is required before processing.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

directions for use / clinical approval / strength / maximum daily use / Adherence / days supply

- 01 **Tara:** Omar, order A has sixty tablets, but the days-supply field also says sixty. That looks copied from the old once-daily order. The current direction is twice daily.
- 02 **Omar:** Start with the current ¹ _____. Read the amount per administration and the frequency separately before you divide anything.
- 03 **Tara:** One tablet each time, twice daily: two tablets per day. Quantity sixty divided by two gives thirty days at that stated schedule.
- 04 **Omar:** Correct: the calculated ² _____ is thirty. What does the five-milligram figure describe, and why is it not your divisor here?
- 05 **Tara:** That is the strength per tablet. Dividing sixty tablets by five milligrams would mix unlike units and would not produce the number of days.
- 06 **Omar:** Exactly. Keep ³ _____, tablet quantity, and daily tablet use in separate fields. The arithmetic should carry the units, not just a row of numbers.

Conversation / continued

- 07 **Tara:** I will correct the draft calculation through our process and retain the reason: current twice-daily directions, not the earlier once-daily entry.
- 08 **Omar:** Bring it back for the required check. Correct arithmetic is not ⁴ _____ or evidence that all other dispensing checks are complete.
- 09 **Tara:** Order B is different. It says as needed, maximum six tablets in a day, quantity thirty. Should I describe that as certain to last five days?
- 10 **Omar:** No. Five days is the calculation at ⁵ _____. As-needed use does not tell us the amount the person will actually take each day.

Conversation continues on the next page.

Check what the number measures

CONVERSATION / CONTINUED

- 11 **Tara:** So thirty divided by six gives five at the maximum, but lower use would leave some tablets after five days. I cannot infer the actual use pattern from that division.
- 12 **Omar:** Right. Nor should you tell the patient to take six daily because that makes the calculation easy. A maximum is a limit in the supplied instruction, not a new scheduled dose.
- 13 **Tara:** I'll check the claim entry against the plan and pharmacy rules with you. This calculation alone doesn't tell us which billing rule applies.
- 14 **Omar:** Yes. Keep the arithmetic and its assumptions visible. If the directions or maximum were unclear, we would resolve that rather than choose a convenient number to pass the claim.
- 15 **Tara:** Does a thirty-day calculation on order A establish that the patient took every dose in an earlier supply?
- 16 **Omar:** No. ⁶ _____ needs an appropriate discussion and assessment. A calculated supply period is not an observation of what somebody swallowed.
- 17 **Tara:** And if a patient reports taking it differently, I should record their account and bring it to you, not alter the directions just to make the stock balance.
- 18 **Omar:** Correct. Keep prescribed use, reported use, and the supplied quantity distinguishable. A discrepancy may need clarification; hiding it inside a new days-supply figure would lose important information.
- 19 **Tara:** My read-back: order A, sixty tablets at two daily, thirty days. Order B, thirty tablets at six maximum daily, five days at maximum use, actual duration unknown.
- 20 **Omar:** Agreed. Mark both calculations for the required review. No supply authorization, treatment change, or confirmed pattern of patient use follows solely from these numbers.

CHECK THE GAPS

1. directions for use / 2. days supply / 3. strength / 4. clinical approval / 5. maximum daily use / 6. Adherence

[Why these answers fit, page 171](#)

Use tablets per day, not milligrams

Fictional arithmetic only: 84 tablets, strength 10 mg per tablet, verified direction one tablet three times daily. Separately, 24 tablets have as-needed directions with an explicit maximum of 4 daily. No actual consumption or billing outcome is supplied.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

3 / 28 / 6 / unknown

- 01 **Technician:** The scheduled order uses ¹ _____ tablets daily.
- 02 **Pharmacist:** Eighty-four tablets at that rate represents ² _____ days.
- 03 **Technician:** The separate as-needed quantity represents ³ _____ days at maximum use.
- 04 **Pharmacist:** Actual as-needed consumption remains ⁴ _____ .

CHECK THE GAPS

1. 3 / 2. 28 / 3. 6 / 4. unknown

[Why these answers fit, page 171](#)

Keep the distinction audible

Explain a days-supply calculation using verified units and distinguish a maximum-use calculation from actual consumption.

Language for the next case

Read the whole temperature log

temperature excursion

The excursion is the recorded interval outside this fictional product's two-to-eight-degree range; the current in-range reading does not erase that history.

Daniel: Give me the temperature excursion details, including the measurement source. Do not describe the medicine itself as reaching a temperature unless we have that evidence.

air temperature

The sensor records fridge air, not a directly measured vial-content temperature; the assessment must preserve that measurement distinction.

Daniel: Good. The air temperature tells us about the storage environment. The responsible assessment needs the product details as well as the log, not a guess about a vial's internal temperature.

Quarantine

Quarantine prevents use pending assessment; it is not permission to abandon required storage conditions or a final decision to destroy the medicine.

Daniel: Follow our established hold and storage procedure. Quarantine controls availability; it does not mean leaving temperature-sensitive stock unattended on a counter.

thirty-five minutes

The established interval from 10:05 to 10:40 lasts thirty-five minutes; it is not the fifty-five minutes from the interval's start to the current 11:00 reading.

Daniel: That is thirty-five minutes outside the specified upper limit. The present reading at eleven does not tell us when that interval began or how high it went.

traceability

Traceability connects the affected quantity, product and lot with the specific storage event and subsequent authorized decision.

Daniel: Retain that traceability. Unknown earlier exposure should stay unknown until checked; do not mark none merely because you have not found the record yet.

disposition

Disposition is the authorized decision about use, return, or disposal after assessment; neither an excursion nor a normal current reading establishes that decision by itself.

Daniel: Correct. The disposition remains pending. We need the evidence and the authorized decision, not a premature release or destruction entry.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

Read the whole temperature log

Fictional Product R requires 2 to 8 degrees Celsius. The validated fridge air log establishes 10:05 to 10:40 above 8, peak 11.4. Current reading at 11:00 is 5. Three cartons contain 12 vials each, lot Q28. Technician Lina has activated the hold and alerts pharmacist Daniel; no release decision exists.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

thirty-five minutes / Quarantine / traceability / air temperature / disposition /
temperature excursion

- 01 **Lina:** Daniel, Product R is on hold. The fridge is showing five degrees now, but its validated log records an earlier out-of-range interval. I have not released the stock.
- 02 **Daniel:** Give me the ¹ _____ details, including the measurement source. Do not describe the medicine itself as reaching a temperature unless we have that evidence.
- 03 **Lina:** The sensor measures fridge air. The established interval above eight is ten oh five to ten forty, with a peak of eleven point four degrees Celsius.
- 04 **Daniel:** That is ² _____ outside the specified upper limit. The present reading at eleven does not tell us when that interval began or how high it went.
- 05 **Lina:** I have preserved the data export, sensor identity, and timestamps. I will not reset the record before the evidence is retained under our procedure.
- 06 **Daniel:** Good. The ³ _____ tells us about the storage environment. The responsible assessment needs the product details as well as the log, not a guess about a vial's internal temperature.

Conversation / continued

- 07 **Lina:** Three cartons, twelve vials each, thirty-six vials in total. Product R, lot Q28. I am checking expiry and whether any earlier excursion is recorded.
- 08 **Daniel:** Retain that ⁴ _____. Unknown earlier exposure should stay unknown until checked; do not mark none merely because you have not found the record yet.
- 09 **Lina:** The hold is marked in the system and on the segregated stock. Should it stay under the product's required storage arrangements while the decision is pending?
- 10 **Daniel:** Follow our established hold and storage procedure. ⁵ _____ controls availability; it does not mean leaving temperature-sensitive stock unattended on a counter.

Conversation continues on the next page.

Read the whole temperature log

CONVERSATION / CONTINUED

- 11 **Lina:** A colleague said another brand tolerated a warmer delivery last month. Can that earlier decision clear this lot too?
- 12 **Daniel:** No. I need information for the actual product, conditions, and history. Another brand's previous assessment is not a release decision for Product R after this event.
- 13 **Lina:** I will gather the current manufacturer information and record the source. I will also check whether any stock movement occurred during the interval, rather than assume everything stayed untouched.
- 14 **Daniel:** Bring the findings to me for the assessment. Do not tell patients to change treatment on the basis of this inventory conversation; any affected supply or clinical concern needs the appropriate separate response.
- 15 **Lina:** For the incident note, I will describe the reading and times without stating that the product is spoiled. The excursion is established, but suitability has not been determined.
- 16 **Daniel:** Correct. The ⁶ _____ remains pending. We need the evidence and the authorized decision, not a premature release or destruction entry.
- 17 **Lina:** The current five-degree reading also does not prove the equipment fault has been investigated. I will keep the fridge-status issue separate from the stock assessment.
- 18 **Daniel:** Exactly. Check the equipment through the relevant procedure and retain its findings. A repaired or stable fridge and an assessed medicine lot answer different questions.
- 19 **Lina:** Summary: thirty-six vials Q28 held; fridge-air peak eleven point four, thirty-five-minute interval; current five; earlier exposure being checked; product and equipment reviews pending.
- 20 **Daniel:** That is the report I need. I own the product assessment. Keep the hold and storage controls in place under our procedure until the authorized outcome is documented.

CHECK THE GAPS

1. temperature excursion / 2. thirty-five minutes / 3. air temperature / 4. traceability / 5. Quarantine / 6. disposition

[Why these answers fit, page 173](#)

Do not substitute the current reading

Fictional required range: 2 to 8 degrees Celsius. An established logger interval above 8 runs 14:20 to 14:50; peak 10.2. Current reading at 15:00 is 4.8. Two cartons contain 15 vials each. Stock is held; no disposition is confirmed.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

10.2 / vials / 30 / pending

- 01 **Technician:** The established excursion lasted ¹ _____ minutes.
- 02 **Pharmacist:** The recorded peak was ² _____ degrees Celsius.
- 03 **Technician:** Two cartons of fifteen means thirty ³ _____ on hold.
- 04 **Pharmacist:** The authorized disposition is still ⁴ _____ .

CHECK THE GAPS

1. 30 / 2. 10.2 / 3. vials / 4. pending

[Why these answers fit, page 173](#)

Keep the distinction audible

Report the recorded excursion interval, measurement source, stock details, and unresolved disposition without inferring product stability.

Language for the next case

A change before the next pack

multi-compartment pack

The multi-compartment pack for 12 to 18 October still contains the discontinued medicine and must enter the agreed hold and correction process before release.

Ren: Yes: Friday the ninth, this evening. Put the prepared multi-compartment pack on hold under our process. We must address the pack already at home as well.

pack identifier

The pack identifier and covered dates distinguish the held future pack from the current pack at the patient's home.

Ren: Keep the pack identifier and covered dates in the record. A note saying pack changed would be too vague when there are two different packs to account for.

prepared

Prepared describes work on a pack; it is not equivalent to final checking, release, dispatch, delivery, or the patient receiving instructions.

Ren: And we must distinguish prepared, checked, released, and delivered. A revised printout alone is not a corrected pack in the patient's hands.

effective date

The effective date is Friday 9 October, not the Monday start of the next packaging cycle; the change affects the current pack as well as future preparation.

Ren: Exactly. The effective date and the next packaging cycle are different. I will coordinate the immediate patient instructions and support, not defer the issue to Monday's delivery.

Medicines reconciliation

Medicines reconciliation compares the actual medicine information and resolves discrepancies; receiving a changed order does not prove that all packs, records, and patient instructions already match.

Ren: Correct. Medicines reconciliation needs the actual current information, not an assumption that every record and pack updated automatically.

contact outcome

Contact outcome distinguishes an attempted call from successful communication and an agreed arrangement; accepting responsibility does not itself prove that the patient has been reached.

Ren: I accept the current-pack action now. Record the actual contact outcome when it occurs, including anything still unresolved. If contact fails, we must continue the appropriate escalation, not silently wait for delivery day.

Read the phrases aloud. Then complete the conversation on the following pages using the word bank.

Conversation

A change before the next pack

Fictional case on Friday 9 October: pharmacist Ren verifies an authorized order discontinuing Medicine P from this evening. The patient's current multi-compartment pack covers 5 to 11 October; a prepared, undelivered pack covers 12 to 18 October. Both contain P. Ren owns immediate patient coordination; technician Jade controls the pending pack.

Complete the numbered gaps. Use each bank entry once; some entries contain several words.

WORD AND PHRASE BANK

prepared / effective date / Medicines reconciliation / multi-compartment pack /
pack identifier / contact outcome

- 01 **Jade:** Ren, the new instruction discontinues Medicine P from this evening, but next week's pack is already prepared. It has not gone out. Does your verification cover the effective date too?
- 02 **Ren:** Yes: Friday the ninth, this evening. Put the prepared ¹ _____ on hold under our process. We must address the pack already at home as well.
- 03 **Jade:** The current pack runs from October fifth through the eleventh. It also contains P. Changing only the pack starting Monday would miss this evening and the weekend.
- 04 **Ren:** Exactly. The ² _____ and the next packaging cycle are different. I will coordinate the immediate patient instructions and support, not defer the issue to Monday's delivery.
- 05 **Jade:** I have applied the hold to the October twelfth pack and removed it from the dispatch queue. I have not opened, altered, or released it.
- 06 **Ren:** Keep the ³ _____ and covered dates in the record. A note saying pack changed would be too vague when there are two different packs to account for.

Conversation / continued

- 07 **Jade:** Should I phone and tell the patient to remove whichever tablet looks like P? There may be several similar-looking tablets in a compartment.
- 08 **Ren:** No. Do not improvise identification or removal instructions from appearance. I will arrange the appropriate patient-specific response with the relevant people under our process.
- 09 **Jade:** The amended order is verified, but patient contact has not happened yet. I will record those as separate stages instead of marking the whole change complete.
- 10 **Ren:** Correct. ⁴ _____ needs the actual current information, not an assumption that every record and pack updated automatically.

Conversation continues on the next page.

A change before the next pack

CONVERSATION / CONTINUED

- 11 **Jade:** The care team also has a medicines administration record. I will flag the need to coordinate that record through the proper route, not edit their administration history myself.
- 12 **Ren:** Yes. Preserve the source, verified instruction, timing, and contacts. A new regimen should not erase the record of support or administration that actually occurred before the change.
- 13 **Jade:** For our preparation record, I will retain the earlier version and the dated correction. The revised pack still needs the applicable preparation and final checks.
- 14 **Ren:** And we must distinguish ⁵ _____, checked, released, and delivered. A revised printout alone is not a corrected pack in the patient's hands.
- 15 **Jade:** If the patient has other medicines outside the pack, the same change should not become a message to stop everything. The order concerns P only.
- 16 **Ren:** Right. I will explain the specific authorized change and check understanding in the actual conversation. You should not invent instructions for other medicines or assume that every product belongs inside the pack.
- 17 **Jade:** For the handoff, I have two open actions: your immediate coordination of the current pack and our held future pack's correction and checking.
- 18 **Ren:** I accept the current-pack action now. Record the actual ⁶ _____ when it occurs, including anything still unresolved. If contact fails, we must continue the appropriate escalation, not silently wait for delivery day.
- 19 **Jade:** Then the status is: current-pack response with you now; future pack held and undelivered; authorized stop effective this evening; no completed patient communication yet.
- 20 **Ren:** Confirmed. I am starting that coordination immediately. Keep the future pack blocked from dispatch until its required correction and checks are completed and the release is authorized.

CHECK THE GAPS

1. multi-compartment pack / 2. effective date / 3. pack identifier / 4. Medicines reconciliation / 5. prepared / 6. contact outcome

[Why these answers fit, page 175](#)

A delivery date is not an effective date

An authorized change is verified to take effect Wednesday 14 October. The patient has a current pack for 12 to 18 October; the next pack starts 19 October and is undelivered. Pharmacist Leena owns immediate patient coordination. No contact outcome is recorded yet.

Complete the exchange using each phrase once. Read both roles, then switch roles and repeat with the bank covered.

WORD AND PHRASE BANK

18 / completed / 14 / 19

- 01 **Technician:** The change takes effect on ¹ _____ October.
- 02 **Pharmacist:** The current pack ends on ² _____ October.
- 03 **Technician:** The next pack begins on ³ _____ October.
- 04 **Pharmacist:** Patient communication is not yet confirmed as ⁴ _____ .

CHECK THE GAPS

1. 14 / 2. 18 / 3. 19 / 4. completed

[Why these answers fit, page 175](#)

Keep the distinction audible

Communicate a verified regimen change across current and future medicine packs without treating a printing update as completed patient communication.

01 / Answers and explanations

A / Read the situation

A1. Which field is unclear?

B. Strength

The current order has an unclear strength field, which requires appropriate clarification.

[Return to the exercise, page 4](#)

A2. What does Ellis remember?

C. A blue label and a usual prescription pattern

The remembered label and pattern are reported context, not verified current instructions.

[Return to the exercise, page 4](#)

A3. Who can take the clarification?

B. Pharmacist Maya

Maya is the identified pharmacist route, while Nia cannot choose the strength.

[Return to the exercise, page 4](#)

D / Response choices

D1. Which reply is accurate?

D. The strength is unclear; Maya can clarify it, and no completion time is confirmed.

The reply identifies the unresolved detail, appropriate route, and genuine timing uncertainty.

[Return to the exercise, page 9](#)

D2. Which distinction is correct?

A. Strength describes product content per unit or quantity; dose describes the prescribed amount used.

These terms describe different information and cannot be substituted without creating ambiguity.

[Return to the exercise, page 9](#)

01 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: A qualified medicines professional with the relevant practice authority. Which term fits?

B. pharmacist

A Not here. brand name: A trade name for a particular product. The usual combination is "confirm the brand name".

B Correct. pharmacist: A qualified medicines professional with the relevant practice authority. The usual combination is "refer to the pharmacist".

C Not here. concentration: The amount of a substance within a specified quantity of a preparation. The usual combination is "verify the concentration".

D Not here. clarification request: A request to resolve an unclear or missing instruction. The usual combination is "route a clarification request".

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D4. Rebuild the exchange from "A familiar label does not resolve an unclear strength". Ellis: "The prescriber has ordered the same thing for a long time. Would looking at the previous record settle it?" Nia: [missing response] Ellis: "I sometimes mix up strength and dose. Are those two words referring to the same part of the prescription?" Which response belongs in the gap?

A. A historical record may help the pharmacist review the question, but it does not automatically replace unclear current instructions. We need the appropriate clarification rather than assume no change could have occurred.

A Correct. This is Nia's response in turn 6. It connects Ellis's preceding point with Ellis's follow-up. A historical record may provide context for the pharmacist but does not automatically replace unclear current instructions.

B Not here. This line belongs to turn 12, after Ellis says: "Please make sure the question goes to Maya rather than just sit in a general note. I do not want to repeat everything at another counter." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Ellis says: "I cannot remember the number. I could recognize the box, but I do not want to guess a strength and send you in the wrong direction." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Ellis says: "Can you tell me how long that will take? I need to decide whether to wait here or arrange another trip." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 9](#)

E / Conversation

1. strength

Turn 2. Strength identifies product content per unit or quantity, and the current unclear field cannot be resolved from label color.

01 / Answers and explanations / continued

2. current order

Turn 4. The current order is the prescription being processed now, which needs its actual instructions clarified.

3. historical record

Turn 6. A historical record may provide context for the pharmacist but does not automatically replace unclear current instructions.

4. dose

Turn 8. Dose concerns the prescribed amount used for an administration, while strength describes the product's content per unit or quantity.

5. clarification request

Turn 10. The clarification request identifies the unresolved field and asks the appropriate professional to establish the intended current information.

6. pharmacist

Turn 12. The pharmacist is the identified professional route for resolving the order question rather than leaving the technician to select a strength.

7. ambiguous entry

Turn 14. The ambiguous entry remains unresolved, and its clarification process has no confirmed completion time in the supplied facts.

8. verified instruction

Turn 16. A verified instruction is the appropriately confirmed direction needed to resolve the order, not an expected answer or timing promise.

9. directions for use

Turn 18. Directions for use concern the authorized use of the medicine and should be addressed through the pharmacist's appropriate clinical discussion.

10. intake

Turn 20. Intake organizes the current request and its sources while keeping the unresolved field visible for the proper clarification process.

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01 / Answers and explanations / continued

F / Accuracy and scope

F1. What should happen to the patient's recollection?

A. Record it as reported context for the pharmacist, not verified current instructions.

The recollection may help clarification while remaining distinct from an authorized current instruction.

[Return to the exercise, page 15](#)

F2. What must Nia avoid promising?

D. A completion time that has not been confirmed

The brief provides no known completion time, so a definite timing promise would be unsupported.

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F / Guided speaking

1. dosage form

Technician: The unclear field concerns the dosage form.

Turn 1. The unresolved field is the product's physical form, not a verified strength.

2. white box

Patient: I remember a white box.

Turn 2. The white box is reported memory and does not establish the product form.

3. Ren

Technician: The clarification was accepted by Ren.

Turn 3. Ren is the named pharmacist who accepted the question.

4. unconfirmed

Technician: Completion timing remains unconfirmed.

Turn 4. The brief supplies no confirmed completion time for the clarification or order.

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01 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A familiar label does not resolve an unclear strength". Ellis: "Can you tell me how long that will take? I need to decide whether to wait here or arrange another trip." Nia: [missing response] Ellis: "Thanks. I have a bus to catch, so I guessed ten minutes would leave me in a difficult position." Which response belongs in the gap?

C. I do not have a confirmed completion time for this ambiguous entry. I can ask about the update route, but I should not promise a collection time before the relevant information is verified.

A Not here. This line belongs to turn 4, after Ellis says: "I cannot remember the number. I could recognize the box, but I do not want to guess a strength and send you in the wrong direction." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Ellis says: "The prescriber has ordered the same thing for a long time. Would looking at the previous record settle it?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Nia's response in turn 14. It connects Ellis's preceding point with Ellis's follow-up. The ambiguous entry remains unresolved, and its clarification process has no confirmed completion time in the supplied facts.

D Not here. This line belongs to turn 12, after Ellis says: "Please make sure the question goes to Maya rather than just sit in a general note. I do not want to repeat everything at another counter." It addresses that point, not the missing turn in the supplied exchange.

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02 / Answers and explanations

A / Read the situation

A1. What does the current response say?

D. Prior authorization required

The response identifies a prior-authorization requirement rather than a final permanent exclusion.

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A2. What is still absent?

A. An authorization decision and an accepted claim

The brief explicitly leaves the decision and claim acceptance unconfirmed.

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A3. Who accepted the status query?

D. Inez

Inez is the identified billing colleague handling the query and explaining its route.

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D / Response choices

D1. Which explanation is accurate?

B. The plan requires prior authorization; no decision or accepted claim has arrived.

The explanation preserves the actual requirement and open outcome without inventing permanent denial or approval.

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D2. Which statement overstates the billing handoff?

B. Inez accepted the query, so the claim is now approved.

Accepting a status query is an administrative action and does not establish a plan decision.

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02 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: The result or message returned for a submitted claim. Which term fits?

A. claim response

A Correct. claim response: The result or message returned for a submitted claim. The usual combination is "explain the claim response".

B Not here. quantity limit: A plan or order restriction on the amount supplied under specified conditions. The usual combination is "verify a quantity limit".

C Not here. deductible: The amount a person may need to pay before specified plan benefits apply. The usual combination is "verify the deductible".

D Not here. coverage decision: The plan's determination about the relevant coverage request. The usual combination is "confirm the coverage decision".

[Return to the exercise, page 22](#)

D4. Rebuild the exchange from "Prior authorization required is not a final exclusion". Morgan: "So it is neither a final no nor a definite yes. What is actually blocking the claim today?" Alex: [missing response] Morgan: "Who is looking into that requirement? I do not want my question to be passed from person to person without anyone knowing what happens next." Which response belongs in the gap?

D. We should preserve the exact claim response and explain its current meaning. It tells us what requirement was returned, but it does not confirm the final price, supply status, or a favorable decision.

A Not here. This line belongs to turn 12, after Morgan says: "I also need to know what I might pay. Can you read the current message and tell me my final amount now?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 8, after Morgan says: "Who is looking into that requirement? I do not want my question to be passed from person to person without anyone knowing what happens next." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Morgan says: "Should I immediately appeal, then, or is that a different step from the requirement we are looking at now?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Alex's response in turn 6. It connects Morgan's preceding point with Morgan's follow-up. The claim response is the recorded message requiring prior authorization; it should be explained without changing its meaning.

[Return to the exercise, page 22](#)

E / Conversation

1. prior authorization

Turn 2. Prior authorization is the plan approval requirement stated in the response, not a completed decision or permanent exclusion.

02 / Answers and explanations / continued

2. coverage decision

Turn 4. The coverage decision is the plan's actual determination, which has not arrived and cannot be assumed from submitting a form.

3. claim response

Turn 6. The claim response is the recorded message requiring prior authorization; it should be explained without changing its meaning.

4. status query

Turn 8. The status query has an identified owner, Inez, but accepting it does not resolve the coverage requirement.

5. accepted claim

Turn 10. An accepted claim is a processing result that must be verified separately from a colleague's inquiry or contact attempt.

6. out-of-pocket cost

Turn 12. Out-of-pocket cost is the patient's payment amount, which cannot be calculated or guaranteed from this requirement message alone.

7. copayment

Turn 14. A copayment is a fixed payment under a particular benefit, not evidence of another patient's coverage or charge.

8. appeal

Turn 16. An appeal reviews a relevant adverse decision under the applicable process; the current requirement does not establish that this is already the right step.

9. pharmacist

Turn 18. The pharmacist is the appropriate route for a clinical alternatives question; insurance processing does not authorize the technician to choose treatment.

10. health plan

Turn 20. The health plan's actual rules and decision govern the coverage process; the technician's explanation does not create approval or a deadline.

[Return to the conversation, page 24](#)

02 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement accurately separates the request from the result?

A. Submission does not establish that authorization was granted.

Submitting a request begins or advances a process but does not establish the result.

[Return to the exercise, page 28](#)

F2. What should happen to a question about a different medicine?

D. Refer it to the pharmacist for appropriate clinical discussion.

A payment response does not authorize the technician to make a clinical substitution.

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F / Guided speaking

1. quantity limit

Technician: The returned requirement concerns a quantity limit.

Turn 1. The response specifically identifies a quantity limit rather than a completed exception decision.

2. Sam

Patient: The billing query is with Sam.

Turn 2. Sam is the colleague who accepted the status query.

3. pharmacist

Technician: Any clinical change should be discussed with the pharmacist.

Turn 3. The supplied role assigns treatment questions to the pharmacist, not the billing response.

4. unconfirmed

Technician: The exception outcome remains unconfirmed.

Turn 4. No exception decision or accepted claim has arrived, so the outcome is still open.

[Return to the conversation, page 29](#)

02 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Prior authorization required is not a final exclusion".
Morgan: "My friend has the same medicine on a different plan and pays a small fixed amount. Does that tell us what my plan will do?" **Alex:** [missing response] **Morgan:** "Should I immediately appeal, then, or is that a different step from the requirement we are looking at now?" **Which response belongs in the gap?**

A. Their copayment does not establish yours. Plans and individual benefit circumstances can differ, so we need your actual plan information rather than copy another person's experience.

A Correct. This is Alex's response in turn 14. It connects Morgan's preceding point with Morgan's follow-up. A copayment is a fixed payment under a particular benefit, not evidence of another patient's coverage or charge.

B Not here. This line belongs to turn 4, after Morgan says: "My friend said you send a form and it goes through. Is that certain, or are we waiting for a real decision?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 18, after Morgan says: "If another medicine might be an option, I would like that question answered too. I do not want to make a medical decision from an insurance message." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 10, after Morgan says: "If Inez speaks with the plan, will that automatically make the claim accepted, or could more information still be needed afterward?" It addresses that point, not the missing turn in the supplied exchange.

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03 / Answers and explanations

A / Read the situation

A1. What does the refill record show?

C. No refills remaining

The available record has no remaining refills and the renewal response is pending.

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A2. When was the renewal request sent?

C. 09:00

The brief gives 09:00 as the sent time and 11:00 as the current inquiry time.

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A3. What can Jo commit to?

C. A status call between 15:00 and 16:00

Jo controls the stated update call, not the prescriber's response or supply outcome.

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D / Response choices

D1. Which update is accurate at 11:00?

A. The 09:00 renewal request is unanswered; Jo will give a status update between 15:00 and 16:00.

The accurate version preserves the request time, unresolved response, and separate communication commitment.

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D2. What does a successful transmission not prove?

D. Prescriber authorization

Transmission records communication activity rather than the clinical or legal authorization sought.

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03 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: A message asking the prescriber to authorize the relevant further prescription. Which term fits?

C. renewal request

A Not here. response window: A stated period for an expected or promised response whose status must be clear. The usual combination is "qualify the response window".

B Not here. continuity of therapy: Maintaining appropriate treatment under qualified guidance. The usual combination is "support continuity of therapy".

C Correct. renewal request: A message asking the prescriber to authorize the relevant further prescription. The usual combination is "send a renewal request".

D Not here. emergency supply: A medicine supply considered under specific legal and clinical requirements. The usual combination is "refer an emergency-supply question".

[Return to the exercise, page 37](#)

D4. Rebuild the exchange from "A status call is not a promise of supply". Casey: "Can you check that it actually went out? Last time, requested meant someone had put it on a list to send later." Jo: [missing response] Casey: "If the system says the message went through, why can that not count as approval? It seems as though the practice must have received it." Which response belongs in the gap?

B. The request timestamp is nine this morning. We should distinguish that sent event from a task waiting to be sent, while also keeping it separate from a completed authorization.

A Not here. This line belongs to turn 16, after Casey says: "Could the pharmacist discuss whether any immediate supply route is possible? I understand you cannot promise one just because I ask." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Jo's response in turn 6. It connects Casey's preceding point with Casey's follow-up. The request timestamp records nine o'clock as the sending time and separates an actual sent request from a planned action.

C Not here. This line belongs to turn 10, after Casey says: "What can you tell me about this afternoon? I do not want to travel here on the assumption that a phone call means the order is ready." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Casey says: "Does that mean the prescriber refused it? I am worried that no reply means they have decided I should not have it anymore." It addresses that point, not the missing turn in the supplied exchange.

[Return to the exercise, page 37](#)

E / Conversation

1. refills remaining

Turn 2. Refills remaining describes existing authorization in the record; zero means the requested further supply is not already authorized there.

03 / Answers and explanations / continued

2. pending response

Turn 4. A pending response means no reply has arrived; it does not establish a refusal or a change in treatment.

3. request timestamp

Turn 6. The request timestamp records nine o'clock as the sending time and separates an actual sent request from a planned action.

4. Transmission confirmation

Turn 8. Transmission confirmation can establish message movement but does not establish that the prescriber reviewed and approved the renewal.

5. status call

Turn 10. The status call provides current information and does not guarantee that the order will be ready for collection.

6. callback window

Turn 12. The callback window is Jo's agreed three-to-four communication period, independent of whether the renewal has been resolved.

7. treatment interruption

Turn 14. Treatment interruption can raise a clinical concern that needs prompt pharmacist assessment rather than a routine update assumption.

8. emergency supply

Turn 16. Emergency supply depends on the applicable clinical and legal requirements and is not automatically available from a technician's promise.

9. contact outcome

Turn 18. Contact outcome distinguishes a successful conversation from an attempt or message, so the record does not falsely imply the patient was informed.

10. follow-up owner

Turn 20. The follow-up owner is Jo for the agreed status call, not the person who can guarantee the prescriber's response.

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03 / Answers and explanations / continued

F / Accuracy and scope

F1. What should happen to a concern about running out?

B. Refer it promptly to the pharmacist for appropriate assessment.

The pharmacist must address the actual need and applicable options; the status-call window is not clinical advice.

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F2. Who owns the promised call?

A. Jo

Jo explicitly commits to the status call and should record its actual contact outcome.

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F / Guided speaking

1. 10:30

Technician: The request was sent at 10:30.

Turn 1. The supplied sending time is 10:30, not the current inquiry time.

2. no reply

Patient: The current status at 12:30 is no reply.

Turn 2. No prescriber reply has arrived at the stated current time.

3. 16:00 and 17:00

Technician: Mei will call between 16:00 and 17:00.

Turn 3. That is the agreed communication window, not a collection guarantee.

4. unconfirmed

Patient: The collection time remains unconfirmed.

Turn 4. The brief supplies no confirmed collection time despite the promised status call.

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03 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A status call is not a promise of supply". Casey: "I am worried about running out before anyone replies. Can I speak to the pharmacist now, rather than wait for the afternoon call?" Jo: [missing response] Casey: "Could the pharmacist discuss whether any immediate supply route is possible? I understand you cannot promise one just because I ask." Which response belongs in the gap?

B. Please discuss that possible treatment interruption with the pharmacist now. I cannot advise you to stop, change, or wait without the appropriate clinical guidance.

A Not here. This line belongs to turn 18, after Casey says: "Please use my verified contact details for the update. If you cannot reach me, I would not want the note to say I was fully informed." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Jo's response in turn 14. It connects Casey's preceding point with Casey's follow-up. Treatment interruption can raise a clinical concern that needs prompt pharmacist assessment rather than a routine update assumption.

C Not here. This line belongs to turn 2, after Casey says: "Jo, I asked for a refill earlier. It is eleven now, and I would like to know whether I can come and collect it this afternoon." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 8, after Casey says: "If the system says the message went through, why can that not count as approval? It seems as though the practice must have received it." It addresses that point, not the missing turn in the supplied exchange.

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04 / Answers and explanations

A / Read the situation

A1. What is the current local stock position?

C. No stock for this order

The brief states that the pharmacy has no stock for the patient's order.

[Return to the exercise, page 44](#)

A2. What does Wednesday describe?

A. The wholesaler's unconfirmed delivery estimate

Wednesday is a forecast from the supplier, with shipment still unconfirmed.

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A3. When can Lee check the supplier update?

A. Tuesday at 16:00

The stated next information checkpoint is Tuesday at 16:00.

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D / Response choices

D1. Which statement preserves the facts?

A. We have no stock; Wednesday is estimated, shipment is unconfirmed, and Lee will check Tuesday at 16:00.

The statement separates the current shortage, supplier forecast, shipment gap, and information checkpoint.

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D2. What does carrier movement not establish by itself?

D. Collection readiness at the pharmacy

Transport progress does not establish receipt and completion of the remaining pharmacy steps.

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04 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: An order awaiting stock rather than immediately fulfilled. Which term fits?

C. backorder

A Not here. regional shortage: Limited availability across a defined area rather than one pharmacy alone. The usual combination is "verify a regional shortage".

B Not here. supplier checkpoint: An agreed time to obtain updated supplier information. The usual combination is "confirm the supplier checkpoint".

C Correct. backorder: An order awaiting stock rather than immediately fulfilled. The usual combination is "track a backorder".

D Not here. carrier tracking: Recorded information about movement of a shipment. The usual combination is "check carrier tracking".

[Return to the exercise, page 48](#)

D4. Rebuild the exchange from "Wednesday is an estimate, not a collection promise". Robin: "Does no shipment confirmation mean the supplier definitely cannot provide it, or only that you do not yet have confirmation?" Lee: [missing response] Robin: "When will you next be able to check? I do not want to call repeatedly if there is a particular update point." Which response belongs in the gap?

A. We do not yet have shipment confirmation. That is different from a confirmed cancellation. I will keep the uncertainty clear rather than replace it with either a guarantee or an unsupported refusal.

A Correct. This is Lee's response in turn 6. It connects Robin's preceding point with Robin's follow-up. Shipment confirmation has not arrived; that gap is not itself a definite cancellation or completed dispatch.

B Not here. This line belongs to turn 4, after Robin says: "I can get a lift Wednesday morning. Should I book it, or does Wednesday just mean that is when the supplier hopes to deliver?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Robin says: "Lee, I was told there was no stock for my order. Has that changed, or are you still waiting for a delivery?" It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 16, after Robin says: "What about a different medicine? I would like to discuss options if waiting is a problem, but I do not want a substitute chosen just because it is on the shelf." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. stockout

Turn 2. The stockout describes the pharmacy's current lack of the required product, not a confirmed shortage at every pharmacy.

04 / Answers and explanations / continued

2. supplier estimate

Turn 4. The supplier estimate forecasts Wednesday delivery without guaranteeing a morning arrival or a patient collection time.

3. shipment confirmation

Turn 6. Shipment confirmation has not arrived; that gap is not itself a definite cancellation or completed dispatch.

4. supplier checkpoint

Turn 8. The supplier checkpoint is Tuesday at sixteen hundred, when Lee can check updated information rather than guarantee delivery.

5. Carrier tracking

Turn 10. Carrier tracking records shipment movement and does not establish that the product has reached the pharmacy or completed its checks.

6. order allocation

Turn 12. Order allocation identifies the quantity assigned to this particular order rather than a general delivery or stock announcement.

7. partial delivery

Turn 14. A partial delivery contains less than the ordered quantity and should not be reported as complete fulfillment.

8. therapeutic alternative

Turn 16. A therapeutic alternative is a clinical option requiring appropriate assessment rather than a technician's stock-based replacement choice.

9. regional shortage

Turn 18. A regional shortage concerns availability across an area and cannot be inferred solely from this pharmacy's local stockout.

10. Collection readiness

Turn 20. Collection readiness requires the relevant receipt and pharmacy checks, not just a supplier forecast or movement in transit.

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04 / Answers and explanations / continued

F / Accuracy and scope

F1. Who should address an alternative medicine question?

D. The pharmacist under the applicable process

Alternative treatment or substitution requires the appropriate professional and legal process.

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F2. What does Tuesday at 16:00 represent?

C. A supplier information check, not guaranteed supply or clinical advice to wait

The brief gives a checkpoint for information and does not establish a supply outcome or safe waiting period.

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F / Guided speaking

1. Friday

Technician: Estimated delivery is Friday.

Turn 1. Friday is the supplier's forecast, not a guaranteed collection time.

2. unconfirmed

Patient: Dispatch is still unconfirmed.

Turn 2. The brief explicitly leaves dispatch unconfirmed despite the estimate.

3. Thursday at 11:00

Technician: The supplier check is Thursday at 11:00.

Turn 3. Thursday 11:00 is the stated information checkpoint, not a collection promise.

4. pharmacist

Patient: An alternative-treatment question goes to the pharmacist.

Turn 4. The pharmacist is the appropriate route for the clinical alternatives discussion.

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04 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Wednesday is an estimate, not a collection promise".
Robin: "If only some arrives, I suppose that is another question rather than a reason to tell me the entire order has been fulfilled." **Lee:** [missing response] **Robin:** "What about a different medicine? I would like to discuss options if waiting is a problem, but I do not want a substitute chosen just because it is on the shelf." **Which response belongs in the gap?**

C. Yes. A partial delivery should be described accurately. Any decision about what may be supplied to you must follow the pharmacist's process and applicable requirements, not my assumption.

A Not here. This line belongs to turn 4, after Robin says: "I can get a lift Wednesday morning. Should I book it, or does Wednesday just mean that is when the supplier hopes to deliver?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Robin says: "Lee, I was told there was no stock for my order. Has that changed, or are you still waiting for a delivery?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Lee's response in turn 14. It connects Robin's preceding point with Robin's follow-up. A partial delivery contains less than the ordered quantity and should not be reported as complete fulfillment.

D Not here. This line belongs to turn 10, after Robin says: "If the tracking page starts showing movement, would that be enough for you to tell me I can collect it?" It addresses that point, not the missing turn in the supplied exchange.

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05 / Answers and explanations

A / Read the situation

A1. What does Arden ask about?

D. An auxiliary label

The question concerns the meaning of an additional label on the medicine package.

[Return to the exercise, page 58](#)

A2. Who has accepted the question?

C. Pharmacist Ravi

Ravi is available at the consultation counter and has accepted the handoff.

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A3. What changes to the instructions are established?

B. None

The scenario explicitly states that no instructions are changed.

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D / Response choices

D1. Which response completes the appropriate handoff?

A. Ravi has accepted your auxiliary-label question and is available at the consultation counter.

The response identifies the question, confirmed pharmacist owner, and practical location without changing the instruction.

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D2. What does Ravi's acceptance establish?

D. The question has a receiving pharmacist, not a completed consultation.

Acceptance confirms the handoff while the actual discussion and understanding remain separate.

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05 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: The designated place for the pharmacist discussion. Which term fits?

A. consultation counter

A Correct. consultation counter: The designated place for the pharmacist discussion. The usual combination is "direct to the consultation counter".

B Not here. storage condition: A requirement for keeping a product appropriately. The usual combination is "clarify storage conditions".

C Not here. teach-back: A check in which the person explains their understanding so the professional can clarify it. The usual combination is "use teach-back appropriately".

D Not here. precaution: A condition or measure requiring care in using a medicine. The usual combination is "ask about a precaution".

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D4. Rebuild the exchange from "The label question has a named pharmacist". Arden: "Could you just tell me quickly? Everyone behind me is waiting, and I feel awkward asking for another conversation." Kit: [missing response] Arden: "Where should I go? I want to know the person is expecting me and understands the question." Which response belongs in the gap?

B. Your question deserves proper patient counseling. Ravi has accepted it and is available. I will connect you with him; I am not authorized to interpret the instruction.

A Not here. This line belongs to turn 8, after Arden says: "Where should I go? I want to know the person is expecting me and understands the question." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Kit's response in turn 6. It connects Arden's preceding point with Arden's follow-up. Patient counseling is the professional discussion needed to understand the instruction, not a hurried interpretation by an unauthorized technician.

C Not here. This line belongs to turn 2, after Arden says: "Kit, before I finish collecting this, what does the extra label mean? I recognize the words, but I am not sure how they apply to me." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 4, after Arden says: "I assumed that if it was important, everything would be on the main label. Is an extra sticker just general advice I can ignore?" It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. auxiliary label

Turn 2. The auxiliary label is the additional label prompting the question; identifying it is different from interpreting its instruction.

05 / Answers and explanations / continued

2. dispensing label

Turn 4. The dispensing label and additional information may have different functions; the main label does not make every auxiliary instruction optional.

3. patient counseling

Turn 6. Patient counseling is the professional discussion needed to understand the instruction, not a hurried interpretation by an unauthorized technician.

4. consultation counter

Turn 8. The consultation counter gives Arden a specific location for the pharmacist who has accepted the question.

5. accepted handoff

Turn 10. An accepted handoff confirms that Ravi will receive the question, not that the counseling discussion has already occurred.

6. patient information leaflet

Turn 12. The patient information leaflet is another information source the pharmacist can discuss in relation to the actual label and question.

7. administration device

Turn 14. An administration device relates to delivering the medicine and should be discussed within the appropriate pharmacist consultation and role.

8. privacy

Turn 16. Privacy means handling the personal question through appropriate discussion arrangements rather than exposing it to the queue.

9. teach-back

Turn 18. Teach-back checks the person's understanding so the professional can clarify the explanation; it is not proof of understanding from a simple yes.

10. counseling completion

Turn 20. Counseling completion concerns the actual professional discussion, which must not be recorded merely because the referral or package handover occurred.

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05 / Answers and explanations / continued

F / Accuracy and scope

F1. Which statement is inappropriate?

C. The auxiliary label is always optional.

An additional label can contain important directions or cautions and cannot be dismissed as optional by category.

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F2. What should the patient be encouraged to clarify?

D. The actual unclear wording and their understanding during the pharmacist discussion

The pharmacist needs the real instruction and question to provide an appropriate explanation.

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F / Guided speaking

1. storage

Technician: The question concerns the storage wording.

Turn 1. The supplied question concerns storage, not an invented change to dosing.

2. Noor

Patient: The pharmacist who accepted it is Noor.

Turn 2. Noor is the identified pharmacist who accepted the question.

3. consultation

Technician: Please use the consultation area.

Turn 3. The pharmacist is available in the specified consultation area.

4. unchanged

Technician: The directions remain unchanged.

Turn 4. The scenario explicitly states that no instruction has been changed.

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05 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "The label question has a named pharmacist". Arden: "There is a device with the package too. Could I ask about it in the pharmacist conversation?" Kit: [missing response] Arden: "I would prefer to ask the more personal part somewhere people in the queue cannot easily hear. Is that possible through the pharmacy's arrangements?" Which response belongs in the gap?

D. Yes. A question about the administration device belongs in the appropriate consultation. I will not assume that recognizing the package means you have already been shown or understand the device.

A Not here. This line belongs to turn 10, after Arden says: "That helps. Does accepting the question mean somebody has already checked everything with me, or simply that Ravi is going to discuss it?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Arden says: "I assumed that if it was important, everything would be on the main label. Is an extra sticker just general advice I can ignore?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 2, after Arden says: "Kit, before I finish collecting this, what does the extra label mean? I recognize the words, but I am not sure how they apply to me." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Kit's response in turn 14. It connects Arden's preceding point with Arden's follow-up. An administration device relates to delivering the medicine and should be discussed within the appropriate pharmacist consultation and role.

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06 / Answers and explanations

A / Read the situation

A1. What is unresolved?

D. The collection arrangement under the pharmacy process

The case establishes an unverified arrangement, not wrongdoing or a universal prohibition.

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A2. Who can review the request privately?

A. Lead pharmacist Maya

Maya is the available pharmacist identified to review this request.

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A3. Which requested action should Vera avoid?

C. Reading the medication list aloud as an improvised identification test

Naming medicines publicly would reveal information without resolving the collection arrangement through the appropriate process.

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D / Response choices

D1. Pavel says, "So friends are never allowed to collect?" Which response is accurate?

B. That is not what I am saying; Maya can review this unresolved request privately.

The response distinguishes this unresolved request from a universal rule and gives a confirmed review route.

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D2. Why does confirming Pavel's identity not finish this review?

B. It establishes who he is, while this collection arrangement still needs review.

Identity alone does not determine every collection or disclosure decision.

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06 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Basis on which a person may receive another person's prescription. Which term fits?

A. authority to collect

A Correct. authority to collect: Basis on which a person may receive another person's prescription. The usual combination is "clarify authority to collect".

B Not here. relationship claim: Statement that someone has a particular connection to a patient. The usual combination is "assess the relationship claim".

C Not here. identity mismatch: Difference between identifying details that requires clarification. The usual combination is "resolve an identity mismatch".

D Not here. patient preference: A person's expressed choice about care or communication. The usual combination is "record a patient preference".

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D4. Rebuild the exchange from "A neighbor at the counter". Pavel: "Do you think I am lying? She asked me to help, and now I feel as though I have done something wrong." Vera: [missing response] Pavel: "Does that mean friends and neighbors are never allowed to collect, or just that you have not settled the arrangement for this visit?" Which response belongs in the gap?

D. No. I am not accusing you. The pickup request needs review, and Maya is available to handle it with you. I appreciate why you have come.

A Not here. This line belongs to turn 8, after Pavel says: "Does that mean friends and neighbors are never allowed to collect, or just that you have not settled the arrangement for this visit?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Pavel says: "Could you just read out her medicines? I will probably recognize one of the names, and that would save us both some time." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Pavel says: "Would calling her help? I have a number on my phone, but I do not know what contact details or preferences your pharmacy holds." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Vera's response in turn 6. It connects Pavel's preceding point with Pavel's follow-up. A pickup request records the action Pavel wants; its existence does not establish that the collection decision is complete.

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E / Conversation

1. collection arrangement

Turn 2. The collection arrangement remains unresolved, so Vera names the process needing review rather than inventing approval or misconduct.

06 / Answers and explanations / continued

2. medication list

Turn 4. The medication list contains patient information and should not be read publicly as an improvised identity test.

3. pickup request

Turn 6. A pickup request records the action Pavel wants; its existence does not establish that the collection decision is complete.

4. professional judgment

Turn 8. Professional judgment applies relevant circumstances and rules; uncertainty does not justify inventing a universal ban on friend pickups.

5. identity verification

Turn 10. Identity verification concerns who Pavel is; it does not independently resolve every question about receiving another person's prescription.

6. contact permission

Turn 12. Contact permission must be established through the actual process rather than assumed from a number offered by another person.

7. private review

Turn 14. A private review moves the unresolved request to an appropriate setting without promising that collection will be approved.

8. relevant information

Turn 16. Relevant information is limited to the actual request and unresolved arrangement, not an invented demand for unrestricted patient records.

9. confidentiality

Turn 18. Confidentiality requires appropriate protection of information while the request follows its proper review route, not public accusation or disclosure.

10. authority to collect

Turn 20. Authority to collect is the unresolved basis for receiving the prescription; it must not be assumed from the request alone.

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06 / Answers and explanations / continued

F / Accuracy and scope

F1. What can Vera promise now?

C. Connection with Maya for private review

Maya is available to review; the decision and contact permissions remain unestablished.

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F2. Which note is factual?

A. Neighbor collection requested; arrangement unresolved; referred to Maya privately.

The note records established events without inventing wrongdoing, legal requirements, or patient permission.

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F / Guided speaking

1. telephone number

Technician: The new telephone number has not been verified.

Turn 1. The supplied number needs verification through the actual contact process.

2. unverified

Collector: Contact permission is still unverified.

Turn 2. The facts do not establish permission to use this contact.

3. Ellis

Technician: Pharmacist Ellis has accepted the review.

Turn 3. Ellis is the pharmacist explicitly identified as the receiving owner.

4. disclosed

Technician: No patient information has been disclosed.

Turn 4. The scenario states that patient information has not been disclosed.

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06 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "A neighbor at the counter". Pavel: "Can we move away from the queue? I can explain why she could not come, but I would rather not announce it here." Vera: [missing response] Pavel: "Please make sure she knows that I am here to collect, rather than telling her that I asked for permission to see every record." Which response belongs in the gap?

C. Yes. Maya can provide a private review. I will pass on the collection question without describing your neighbor's medicines or circumstances to the waiting customers.

A Not here. This line belongs to turn 8, after Pavel says: "Does that mean friends and neighbors are never allowed to collect, or just that you have not settled the arrangement for this visit?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Pavel says: "Could you just read out her medicines? I will probably recognize one of the names, and that would save us both some time." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Vera's response in turn 14. It connects Pavel's preceding point with Pavel's follow-up. A private review moves the unresolved request to an appropriate setting without promising that collection will be approved.

D Not here. This line belongs to turn 18, after Pavel says: "Thank you. I can wait for that conversation. I mainly needed to know whether there was a next step instead of simply being turned away." It addresses that point, not the missing turn in the supplied exchange.

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07 / Answers and explanations

A / Read the situation

A1. Which source has not been checked?

C. The label on the actual stock

The case explicitly states that the stock label has not been checked.

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A2. What can be concluded now?

A. A discrepancy needs assessment; affected-stock status is not established.

The two records differ, but actual stock and full notice scope still need review.

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A3. Who owns the recall assessment?

C. Pharmacist Maya

Maya is the named professional responsible for this assessment.

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D / Response choices

D1. Which read-back preserves the notice code?

D. A, B, four, one

AB41 belongs to the notice; AB14 belongs to the delivery record.

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D2. Which statement overstates the evidence?

A. The shelf is clear because the delivery record shows a different lot.

A delivery entry alone does not prove which lot is physically present or whether stock falls within scope.

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07 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Identifier assigned to a particular individual item or package. Which term fits?

A. serial number

A Correct. serial number: Identifier assigned to a particular individual item or package. The usual combination is "verify a serial number".

B Not here. delivery record: Documentation of goods delivered to a location. The usual combination is "reconcile the delivery record".

C Not here. first-expiry-first-out: Using the earliest-expiring eligible stock first; FEFO does not permit expired or quarantined stock. The usual combination is "apply first-expiry-first-out".

D Not here. recall scope: Defined products, lots, dates, or other limits of a recall. The usual combination is "establish the recall scope".

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D4. Rebuild the exchange from "AB41 is not AB14". Emil: "I was about to mark unaffected because AB14 is different. Then I realized I had only checked the delivery entry, not the cartons themselves." Maya: [missing response] Emil: "Then I will not tell the counter team that the shelf is clear. What should I include when I describe the unresolved query?" Which response belongs in the gap?

A. It would jump ahead. The delivery record is one source. It does not establish which lot is on the shelf or complete the assessment against the notice.

A Correct. This is Maya's response in turn 6. It connects Emil's preceding point with Emil's follow-up. The delivery record documents an entry but does not alone establish the identifier on the stock physically present.

B Not here. This line belongs to turn 2, after Emil says: "Maya, I have a code discrepancy on the recall paperwork. The notice and delivery record look similar, but the final two characters are reversed." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Emil says: "The notice says A, B, four, one: AB41. The delivery record says A, B, one, four: AB14. I have not checked the shelf label." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 14, after Emil says: "I will attach both source references. Otherwise the next shift may see a corrected summary without understanding why we raised the query." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. recall notice

Turn 2. The recall notice is the source naming AB41; its identifier must remain distinct from the different delivery entry.

07 / Answers and explanations / continued

2. lot number

Turn 4. A lot number identifies the production group and must be read in the correct character order to support matching.

3. delivery record

Turn 6. The delivery record documents an entry but does not alone establish the identifier on the stock physically present.

4. physical stock

Turn 8. Physical stock is the inventory actually present; checking it is distinct from reading a delivery entry.

5. recall scope

Turn 10. Recall scope defines the relevant products and limits; a single similar code does not replace the complete notice comparison.

6. Patient exposure

Turn 12. Patient exposure concerns whether someone received or used relevant product and is not established merely by an inventory query.

7. traceability

Turn 14. Traceability depends on retaining source references and verified findings so product history and decisions can be followed.

8. Quarantine

Turn 16. Quarantine controls availability pending an authorized decision; it is not automatically a return, destruction, or final release decision.

9. disposition

Turn 18. Disposition is the decision about the product's handling; it does not authorize a technician to invent patient treatment advice.

10. release decision

Turn 20. A release decision requires the authorized assessment and cannot be inferred from the differing delivery code alone.

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07 / Answers and explanations / continued

F / Accuracy and scope

F1. What should be preserved?

C. The source identifiers, actual findings, and authorized decisions

Traceability depends on accurate source references and a record of what was actually checked and decided.

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F2. Which patient-facing claim is unsupported?

C. Every recall means you should stop taking medicine immediately.

Treatment actions depend on the specific recall and professional advice, not a universal instruction invented from the word recall.

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F / Guided speaking

1. CD27

Technician: The notice names CD27.

Turn 1. CD27 is the notice identifier, not the different delivery entry.

2. CD72

Pharmacist: The delivery entry is CD72.

Turn 2. CD72 is the delivery identifier and must not be transposed.

3. unchecked

Technician: The actual stock is still unchecked.

Turn 3. No check of actual stock has yet been established.

4. Noor

Pharmacist: The assessment owner is Noor.

Turn 4. Noor is the explicitly named owner of this assessment.

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07 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "AB41 is not AB14". Emil: "I will attach both source references. Otherwise the next shift may see a corrected summary without understanding why we raised the query." Maya: [missing response] Emil: "I also want to avoid using hold, return, and destroy as if they were the same action. The required action depends on the actual instructions." Which response belongs in the gap?

A. Exactly. Preserve traceability through the source references and actual findings. Anyone reviewing the matter needs to see what was checked, what differed, and what remains unresolved.

A Correct. This is Maya's response in turn 14. It connects Emil's preceding point with Emil's follow-up. Traceability depends on retaining source references and verified findings so product history and decisions can be followed.

B Not here. This line belongs to turn 2, after Emil says: "Maya, I have a code discrepancy on the recall paperwork. The notice and delivery record look similar, but the final two characters are reversed." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Emil says: "The notice says A, B, four, one: AB41. The delivery record says A, B, one, four: AB14. I have not checked the shelf label." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 6, after Emil says: "I was about to mark unaffected because AB14 is different. Then I realized I had only checked the delivery entry, not the cartons themselves." It addresses that point, not the missing turn in the supplied exchange.

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08 / Answers and explanations

A / Read the situation

A1. What was wrong with the 14:00 message?

A. It said ready although pharmacist review was still pending.

The ready statement was based on a misread queue entry and must be withdrawn.

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A2. Which time is an update commitment?

B. 16:00

Jo owns a 16:00 status update, not a guaranteed collection or review completion.

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A3. What must a handoff distinguish?

D. Attempted contact and a correction actually communicated

An attempted call does not establish that the patient received the corrected information.

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D / Response choices

D1. Which opening most clearly repairs the error?

D. I need to correct my 14:00 ready message: pharmacist review is still pending.

The response explicitly replaces the inaccurate statement with the verified pending status.

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D2. Which promise is supported?

A. Jo will provide a status update at 16:00.

The supplied commitment concerns information at 16:00, not dispensing completion or receipt.

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08 / Answers and explanations / continued

D3. A colleague needs the term for this meaning: Message stating that an item is ready for collection. Which term fits?

D. ready notification

A Not here. closed-loop handoff: Transfer in which receipt and responsibility are confirmed. The usual combination is "use a closed-loop handoff".

B Not here. acknowledgment: Response showing receipt or recognition of information. The usual combination is "obtain acknowledgment".

C Not here. dispensed: Prepared or supplied through the relevant dispensing process; usage must be clear. The usual combination is "distinguish dispensed from collected".

D Correct. ready notification: Message stating that an item is ready for collection. The usual combination is "withdraw a ready notification".

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D4. Rebuild the exchange from "Correcting a ready message". Jo: "Yes. My earlier ready message was wrong. I am sorry you arranged travel because of it. Review is still pending, and I cannot give you a collection time." Asha: [missing response] Jo: "I treated a queue entry as though it established readiness. It did not. I should have checked the actual stage before giving you a collection message." Which response belongs in the gap?

A. Can you explain the difference between seeing it in the system and knowing it has completed pharmacist review? That seems to be where the message went wrong.

A Correct. This is Asha's response in turn 6. It connects Jo's preceding point with Jo's follow-up. Pharmacist review is the outstanding professional step and must not be represented as complete merely because a queue entry exists.

B Not here. This line belongs to turn 4, after Jo says: "At 14:10 I checked the status and confirmed that pharmacist review is still pending. I misread the queue entry when I spoke to you at 14:00." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 20, after Jo says: "That is correct. Thank you for confirming receipt. I am sorry for the disruption. I will keep the follow-up assigned and communicate the verified status at the agreed time." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 12, after Jo says: "Agreed. I cannot supply a readiness time. At 16:00 I will report the verified position, including anything still pending, rather than turn the update into another collection promise." It addresses that point, not the missing turn in the supplied exchange.

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E / Conversation

1. ready notification

Turn 2. The ready notification prompted travel, so the correction must explicitly replace that earlier claim rather than offer a vague apology.

08 / Answers and explanations / continued

2. verified status

Turn 4. The verified status is pending pharmacist review, not ready for collection; it replaces the earlier inaccurate message.

3. pharmacist review

Turn 6. Pharmacist review is the outstanding professional step and must not be represented as complete merely because a queue entry exists.

4. update commitment

Turn 8. The update commitment concerns a 16:00 status report; it is not a replacement guarantee that collection will be possible then.

5. readiness estimate

Turn 10. A readiness estimate forecasts availability, whereas the only supplied 16:00 commitment is to report status.

6. successful contact

Turn 12. Successful contact means the communication actually reached the intended person, unlike an unanswered call or prepared message.

7. open action

Turn 14. The open action is the unfinished follow-up and must remain visible with an owner rather than disappear at a shift change.

8. closed-loop handoff

Turn 16. A closed-loop handoff confirms receipt and ownership, not merely a note naming someone who may never have accepted the task.

9. audit trail

Turn 18. The audit trail preserves the original event and subsequent correction so later reviewers can understand the sequence accurately.

10. status correction

Turn 20. The status correction replaces the inaccurate ready statement while preserving the pending review and the separate follow-up commitment.

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08 / Answers and explanations / continued

F / Accuracy and scope

F1. If the call is unanswered, what should the record show?

D. An attempted contact with the correction action still unresolved

An unanswered call does not establish delivery or acknowledgment of the correction.

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F2. Which handoff is complete in principle?

D. Verified status, actual contact outcome, open follow-up, and accepting owner

A closed-loop handoff preserves facts, outstanding work, and confirmed responsibility.

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F / Guided speaking

1. sent

Erin: The inaccurate message has not been sent.

Turn 1. The message is prepared but has not reached the patient.

2. pending

Colleague: The verified review status is pending.

Turn 2. Review remains pending, so readiness must not be asserted.

3. Erin

Erin: The correction owner is Erin.

Turn 3. Erin explicitly owns correcting the queued message before release.

4. release

Colleague: Correct it before message release.

Turn 4. The message must be corrected before it is released to the patient.

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08 / Answers and explanations / continued

F / Rebuild the exchange

1. Rebuild the exchange from "Correcting a ready message". Jo: "Yes. I will record the actual contact result and the corrected information communicated through our process. An unanswered call would not mean that the correction had reached you." Asha: [missing response] Jo: "I remain responsible for the follow-up. If a transfer becomes necessary, it must include the verified status, what I communicated, the outstanding action, and a colleague who accepts responsibility." Which response belongs in the gap?

D. If someone else takes over later, I want the open action to stay visible. Otherwise I may need to explain the entire problem again.

A Not here. This line belongs to turn 18, after Jo says: "Exactly. I will keep the original message and this correction in the record. The next shift needs to know what you were told, not just the latest status." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 6, after Jo says: "Yes. My earlier ready message was wrong. I am sorry you arranged travel because of it. Review is still pending, and I cannot give you a collection time." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Jo says: "At 14:10 I checked the status and confirmed that pharmacist review is still pending. I misread the queue entry when I spoke to you at 14:00." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Asha's response in turn 14. It connects Jo's preceding point with Jo's follow-up. The open action is the unfinished follow-up and must remain visible with an owner rather than disappear at a shift change.

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Review 1 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: A professional authorized to prescribe the relevant medicine. Which term fits?

B. prescriber

A Not here. days supply: Days represented by quantity and verified directions under the relevant calculation rules; not proof of actual use. The usual combination is "verify days supply".

B Correct. prescriber: A professional authorized to prescribe the relevant medicine. The usual combination is "contact the prescriber".

C Not here. ambiguous entry: Information that permits more than one interpretation. The usual combination is "flag an ambiguous entry".

D Not here. active ingredient: The substance intended to produce the medicine's therapeutic effect. The usual combination is "identify the active ingredient".

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2. A colleague needs the term for this meaning: A claim accepted under the relevant processing response. Which term fits?

B. accepted claim

A Not here. prior authorization: Plan approval that may be required before specified care or a prescription is covered. The usual combination is "request prior authorization".

B Correct. accepted claim: A claim accepted under the relevant processing response. The usual combination is "verify an accepted claim".

C Not here. member identifier: The plan reference identifying the insured member. The usual combination is "verify the member identifier".

D Not here. copayment: A fixed patient payment for a covered service under the plan. The usual combination is "verify the copayment".

[Return to the exercise, page 30](#)

Review 1 / Explanations / continued

3. Rebuild the exchange from "A familiar label does not resolve an unclear strength". Ellis: "That explains why my description was not enough. I can tell Maya what I remember, but I cannot verify what the prescriber intended this time." Nia: [missing response] Ellis: "Please make sure the question goes to Maya rather than just sit in a general note. I do not want to repeat everything at another counter." Which response belongs in the gap?

D. I will route a clarification request with that distinction intact. Your recollection can be included without being converted into a confirmed direction or a numerical value you did not provide.

A Not here. This line belongs to turn 20, after Ellis says: "Thank you. Please tell Maya that I remember a blue label and a usual pattern, but that I have not supplied a confirmed current strength." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Ellis says: "I cannot remember the number. I could recognize the box, but I do not want to guess a strength and send you in the wrong direction." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 12, after Ellis says: "Please make sure the question goes to Maya rather than just sit in a general note. I do not want to repeat everything at another counter." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Nia's response in turn 10. It connects Ellis's preceding point with Ellis's follow-up. The clarification request identifies the unresolved field and asks the appropriate professional to establish the intended current information.

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Review 1 / Explanations / continued

4. Rebuild the exchange from "Prior authorization required is not a final exclusion". Morgan: "If another medicine might be an option, I would like that question answered too. I do not want to make a medical decision from an insurance message." Alex: [missing response] Morgan: "Please tell Inez that I understand the requirement is not a permanent exclusion, but I still need the route, outstanding information, and actual next step." Which response belongs in the gap?

D. The pharmacist should discuss any clinical alternative with you through the appropriate process. We can keep that question separate from Inez's work on the claim requirement.

A Not here. This line belongs to turn 10, after Morgan says: "If Inez speaks with the plan, will that automatically make the claim accepted, or could more information still be needed afterward?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 14, after Morgan says: "My friend has the same medicine on a different plan and pays a small fixed amount. Does that tell us what my plan will do?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 4, after Morgan says: "My friend said you send a form and it goes through. Is that certain, or are we waiting for a real decision?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Alex's response in turn 18. It connects Morgan's preceding point with Morgan's follow-up. The pharmacist is the appropriate route for a clinical alternatives question; insurance processing does not authorize the technician to choose treatment.

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Review 2 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: A request or authorization for a further prescription when the existing authorization is insufficient. Which term fits?

C. renewal

A Not here. partial fill: Supply of less than the prescribed quantity where permitted under applicable arrangements. The usual combination is "refer a partial-fill question".

B Not here. treatment interruption: A break in the prescribed treatment that may require clinical advice. The usual combination is "report a treatment interruption".

C Correct. renewal: A request or authorization for a further prescription when the existing authorization is insufficient. The usual combination is "request a prescription renewal".

D Not here. transmission confirmation: Evidence that a message was sent or delivered through a system, not that it was approved. The usual combination is "check transmission confirmation".

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2. A colleague needs the term for this meaning: Sending goods from the supplier or distribution point. Which term fits?

A. dispatch

A Correct. dispatch: Sending goods from the supplier or distribution point. The usual combination is "confirm dispatch".

B Not here. interchangeability: Whether products may replace one another under relevant clinical and legal requirements. The usual combination is "verify interchangeability".

C Not here. lead time: The period between an order or request and the relevant delivery or completion. The usual combination is "qualify the lead time".

D Not here. stock on hand: Product physically held at the location under the relevant inventory record. The usual combination is "verify stock on hand".

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Review 2 / Explanations / continued

3. Rebuild the exchange from "Prior authorization required is not a final exclusion".

Morgan: "If Inez speaks with the plan, will that automatically make the claim accepted, or could more information still be needed afterward?" **Alex:** [missing response] **Morgan:** "I also need to know what I might pay. Can you read the current message and tell me my final amount now?" Which response belongs in the gap?

C. An accepted claim is a separate status that needs verification. A telephone conversation or a submitted request does not, by itself, show that the claim has been accepted.

A Not here. This line belongs to turn 4, after Morgan says: "My friend said you send a form and it goes through. Is that certain, or are we waiting for a real decision?" It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 2, after Morgan says: "Alex, this message says prior authorization required. Does that mean my medicine is excluded permanently and there is no point asking the plan anything else?" It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Alex's response in turn 10. It connects Morgan's preceding point with Morgan's follow-up. An accepted claim is a processing result that must be verified separately from a colleague's inquiry or contact attempt.

D Not here. This line belongs to turn 14, after Morgan says: "My friend has the same medicine on a different plan and pays a small fixed amount. Does that tell us what my plan will do?" It addresses that point, not the missing turn in the supplied exchange.

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Review 2 / Explanations / continued

4. Rebuild the exchange from "Wednesday is an estimate, not a collection promise".
Robin: "Does your stock problem mean the product is unavailable across the region? That would affect how I understand the situation." **Lee:** [missing response] **Robin:** "Thank you. I will not treat Wednesday as a pickup appointment. Please keep the supplier's estimate and any later confirmed facts separate." Which response belongs in the gap?

D. We have not established a regional shortage. The fact I can confirm is our current local stock position. A broader claim needs its own verified information.

A Not here. This line belongs to turn 8, after Robin says: "When will you next be able to check? I do not want to call repeatedly if there is a particular update point." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 10, after Robin says: "If the tracking page starts showing movement, would that be enough for you to tell me I can collect it?" It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 20, after Robin says: "Thank you. I will not treat Wednesday as a pickup appointment. Please keep the supplier's estimate and any later confirmed facts separate." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Lee's response in turn 18. It connects Robin's preceding point with Robin's follow-up. A regional shortage concerns availability across an area and cannot be inferred solely from this pharmacy's local stockout.

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Review 3 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: A professional discussion helping the patient understand the medicine and its use. Which term fits?

C. patient counseling

A Not here. warning: Information drawing attention to a relevant risk or required caution. The usual combination is "clarify a warning".

B Not here. drowsiness: A tendency to feel sleepy or less alert. The usual combination is "report drowsiness".

C Correct. patient counseling: A professional discussion helping the patient understand the medicine and its use. The usual combination is "arrange patient counseling".

D Not here. privacy: Protection of personal information and conversation from inappropriate exposure. The usual combination is "protect privacy".

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2. A colleague needs the term for this meaning: Duty to protect information from inappropriate access or sharing. Which term fits?

B. confidentiality

A Not here. collection arrangement: The agreed or permitted process for another person to collect an item. The usual combination is "verify the collection arrangement".

B Correct. confidentiality: Duty to protect information from inappropriate access or sharing. The usual combination is "maintain confidentiality".

C Not here. voicemail: Recorded message left when a call is unanswered. The usual combination is "check voicemail preferences".

D Not here. medication list: Record of medicines associated with a patient. The usual combination is "protect the medication list".

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Review 3 / Explanations / continued

3. Rebuild the exchange from "Wednesday is an estimate, not a collection promise".

Robin: "If the tracking page starts showing movement, would that be enough for you to tell me I can collect it?" **Lee:** [missing response] **Robin:** "Is my whole quantity included? Last time a delivery arrived, but only part of what I needed was in it."

Which response belongs in the gap?

B. Carrier tracking may show progress in transit, but it is not the same as pharmacy receipt. The actual product and order status still need to be verified.

A Not here. This line belongs to turn 12, after Robin says: "Is my whole quantity included? Last time a delivery arrived, but only part of what I needed was in it." It addresses that point, not the missing turn in the supplied exchange.

B Correct. This is Lee's response in turn 10. It connects Robin's preceding point with Robin's follow-up. Carrier tracking records shipment movement and does not establish that the product has reached the pharmacy or completed its checks.

C Not here. This line belongs to turn 8, after Robin says: "When will you next be able to check? I do not want to call repeatedly if there is a particular update point." It addresses that point, not the missing turn in the supplied exchange.

D Not here. This line belongs to turn 2, after Robin says: "Lee, I was told there was no stock for my order. Has that changed, or are you still waiting for a delivery?" It addresses that point, not the missing turn in the supplied exchange.

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4. Rebuild the exchange from "A neighbor at the counter". Pavel: "Thank you. I can wait for that conversation. I mainly needed to know whether there was a next step instead of simply being turned away." **Vera:** [missing response] **Pavel:** "Then please do that. I understand that you have not approved or refused the collection yet and that we should discuss the details privately." **Which response belongs in the gap?**

D. There is. We will protect confidentiality while Maya reviews it. I cannot promise the outcome before that review, but I can connect you with her.

A Not here. This line belongs to turn 4, after Pavel says: "Could you just read out her medicines? I will probably recognize one of the names, and that would save us both some time." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 14, after Pavel says: "Can we move away from the queue? I can explain why she could not come, but I would rather not announce it here." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 8, after Pavel says: "Does that mean friends and neighbors are never allowed to collect, or just that you have not settled the arrangement for this visit?" It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Vera's response in turn 18. It connects Pavel's preceding point with Pavel's follow-up. Confidentiality requires appropriate protection of information while the request follows its proper review route, not public accusation or disclosure.

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Review 4 / Explanations

Cumulative review

1. A colleague needs the term for this meaning: Defined quantity produced under a specified manufacturing process. Which term fits?

B. batch

A Not here. affected stock: Inventory confirmed to fall within the relevant notice or problem scope. The usual combination is "identify affected stock".

B Correct. batch: Defined quantity produced under a specified manufacturing process. The usual combination is "trace the batch".

C Not here. patient exposure: Situation in which a patient received or used a relevant product. The usual combination is "assess patient exposure".

D Not here. expiration date: Date after which a product should not be used under its labeling. The usual combination is "check the expiration date".

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2. A colleague needs the term for this meaning: Awaiting an event, action, or decision. Which term fits?

D. pending

A Not here. queue entry: Item displayed in a workflow waiting for a processing step. The usual combination is "check the queue entry".

B Not here. handoff record: Written account transferring relevant facts and responsibility. The usual combination is "complete the handoff record".

C Not here. successful contact: Confirmed communication with the intended person through the appropriate process. The usual combination is "document successful contact".

D Correct. pending: Awaiting an event, action, or decision. The usual combination is "show the review as pending".

[Return to the exercise, page 103](#)

Review 4 / Explanations / continued

3. Rebuild the exchange from "A neighbor at the counter". Pavel: "I can tell you my name and explain the relationship. Is proving who I am the same thing as proving that I can collect?" Vera: [missing response] Pavel: "Would calling her help? I have a number on my phone, but I do not know what contact details or preferences your pharmacy holds." Which response belongs in the gap?

D. Those are related but distinct. identity verification addresses who you are. The appropriate review also needs to resolve the collection arrangement without using medicine names as a guessing game.

A Not here. This line belongs to turn 4, after Pavel says: "Could you just read out her medicines? I will probably recognize one of the names, and that would save us both some time." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 12, after Pavel says: "Would calling her help? I have a number on my phone, but I do not know what contact details or preferences your pharmacy holds." It addresses that point, not the missing turn in the supplied exchange.

C Not here. This line belongs to turn 16, after Pavel says: "Please make sure she knows that I am here to collect, rather than telling her that I asked for permission to see every record." It addresses that point, not the missing turn in the supplied exchange.

D Correct. This is Vera's response in turn 10. It connects Pavel's preceding point with Pavel's follow-up. Identity verification concerns who Pavel is; it does not independently resolve every question about receiving another person's prescription.

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Review 4 / Explanations / continued

4. Rebuild the exchange from "Correcting a ready message". Jo: "Exactly. I will keep the original message and this correction in the record. The next shift needs to know what you were told, not just the latest status." Asha: [missing response] Jo: "That is correct. Thank you for confirming receipt. I am sorry for the disruption. I will keep the follow-up assigned and communicate the verified status at the agreed time." Which response belongs in the gap?

C. Keep the audit trail. I have received the correction: review is pending, there is no collection time, and you will update me at 16:00.

A Not here. This line belongs to turn 14, after Jo says: "Yes. I will record the actual contact result and the corrected information communicated through our process. An unanswered call would not mean that the correction had reached you." It addresses that point, not the missing turn in the supplied exchange.

B Not here. This line belongs to turn 4, after Jo says: "At 14:10 I checked the status and confirmed that pharmacist review is still pending. I misread the queue entry when I spoke to you at 14:00." It addresses that point, not the missing turn in the supplied exchange.

C Correct. This is Asha's response in turn 18. It connects Jo's preceding point with Jo's follow-up. The audit trail preserves the original event and subsequent correction so later reviewers can understand the sequence accurately.

D Not here. This line belongs to turn 6, after Jo says: "Yes. My earlier ready message was wrong. I am sorry you arranged travel because of it. Review is still pending, and I cannot give you a collection time." It addresses that point, not the missing turn in the supplied exchange.

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Additional case 1 / Explanations

Extended conversation

1. directions for use

Turn 2. The verified current directions specify one tablet twice daily; the previous once-daily pattern cannot determine this order's days supply.

2. days supply

Turn 4. Sixty tablets divided by two tablets per day equals thirty days; the copied sixty-day field does not match the current directions.

3. strength

Turn 6. Strength is five milligrams per tablet; it is not the number of tablets used each day and cannot replace the daily tablet quantity in this calculation.

4. clinical approval

Turn 8. Clinical approval and the required pharmacy checks are separate from arithmetic; a correct quotient does not establish that a prescription is appropriate or ready to supply.

5. maximum daily use

Turn 10. Thirty tablets divided by the explicit maximum of six daily equals five days at maximum use, not a prediction that the patient will consume that amount every day.

6. Adherence

Turn 16. Adherence concerns following the agreed medicine directions; a quantity-based calculation or refill interval alone does not prove how the patient actually used the medicine.

[Return to the conversation, page 106](#)

Transfer exchange

1. 3

Technician: The scheduled order uses 3 tablets daily.

Turn 1. One tablet on each of three daily occasions equals three tablets per day, not ten.

Additional case 1 / Explanations / continued

2. 28

Pharmacist: Eighty-four tablets at that rate represents 28 days.

Turn 2. Eighty-four divided by three tablets per day equals twenty-eight days under the supplied schedule.

3. 6

Technician: The separate as-needed quantity represents 6 days at maximum use.

Turn 3. Twenty-four tablets divided by the maximum of four daily equals six days at that maximum.

4. unknown

Pharmacist: Actual as-needed consumption remains unknown .

Turn 4. The maximum-use calculation supplies a conditional rate, not evidence of the amount actually taken.

[Return to the conversation, page 109](#)

Additional case 2 / Explanations

Extended conversation

1. temperature excursion

Turn 2. The excursion is the recorded interval outside this fictional product's two-to-eight-degree range; the current in-range reading does not erase that history.

2. thirty-five minutes

Turn 4. The established interval from 10:05 to 10:40 lasts thirty-five minutes; it is not the fifty-five minutes from the interval's start to the current 11:00 reading.

3. air temperature

Turn 6. The sensor records fridge air, not a directly measured vial-content temperature; the assessment must preserve that measurement distinction.

4. traceability

Turn 8. Traceability connects the affected quantity, product and lot with the specific storage event and subsequent authorized decision.

5. Quarantine

Turn 10. Quarantine prevents use pending assessment; it is not permission to abandon required storage conditions or a final decision to destroy the medicine.

6. disposition

Turn 16. Disposition is the authorized decision about use, return, or disposal after assessment; neither an excursion nor a normal current reading establishes that decision by itself.

[Return to the conversation, page 111](#)

Transfer exchange

1. 30

Technician: The established excursion lasted 30 minutes.

Turn 1. The interval from 14:20 to 14:50 is thirty minutes, not forty minutes to the current reading.

Additional case 2 / Explanations / continued

2. 10.2

Pharmacist: The recorded peak was 10.2 degrees Celsius.

Turn 2. The historical peak is 10.2; the current 4.8 reading must not replace it in the event report.

3. vials

Technician: Two cartons of fifteen means thirty vials on hold.

Turn 3. The quantity unit is vials: two cartons multiplied by fifteen vials per carton equals thirty vials.

4. pending

Pharmacist: The authorized disposition is still pending .

Turn 4. The supplied facts establish a hold and current reading, not a completed decision about release or disposal.

[Return to the conversation, page 114](#)

Additional case 3 / Explanations

Extended conversation

1. multi-compartment pack

Turn 2. The multi-compartment pack for 12 to 18 October still contains the discontinued medicine and must enter the agreed hold and correction process before release.

2. effective date

Turn 4. The effective date is Friday 9 October, not the Monday start of the next packaging cycle; the change affects the current pack as well as future preparation.

3. pack identifier

Turn 6. The pack identifier and covered dates distinguish the held future pack from the current pack at the patient's home.

4. Medicines reconciliation

Turn 10. Medicines reconciliation compares the actual medicine information and resolves discrepancies; receiving a changed order does not prove that all packs, records, and patient instructions already match.

5. prepared

Turn 14. Prepared describes work on a pack; it is not equivalent to final checking, release, dispatch, delivery, or the patient receiving instructions.

6. contact outcome

Turn 18. Contact outcome distinguishes an attempted call from successful communication and an agreed arrangement; accepting responsibility does not itself prove that the patient has been reached.

[Return to the conversation, page 116](#)

Transfer exchange

1. 14

Technician: The change takes effect on 14 October.

Turn 1. The verified effective date is the fourteenth, not the next pack's nineteenth-of-October start date.

Additional case 3 / Explanations / continued

2. 18

Pharmacist: The current pack ends on 18 October.

Turn 2. The current pack covers the twelfth through the eighteenth and therefore spans the change date.

3. 19

Technician: The next pack begins on 19 October.

Turn 3. The undelivered next pack starts on the nineteenth; that does not postpone the earlier effective change.

4. completed

Pharmacist: Patient communication is not yet confirmed as completed .

Turn 4. A named pharmacist and a verified order do not establish that the patient has received the updated instructions.

[Return to the conversation, page 119](#)

Find a phrase by purpose

Prescription intake without assumptions

Name the unresolved field: The strength field on this order is unclear.

Acknowledge familiarity: I understand that you usually receive the same medicine.

Separate memory and confirmation: The label color is useful context, but it does not confirm the current strength.

[Full phrase bank, page 8](#)

Insurance claims in plain English

Read the status: The response says prior authorization required.

Explain the term: The plan is asking for its approval process to be completed.

Correct an inference: That message alone does not establish a permanent exclusion.

[Full phrase bank, page 21](#)

Refill requests and response windows

State the record: The record shows no refills remaining.

Give the sent time: We sent the renewal request at nine this morning.

State the current time: As of eleven, no response has arrived.

[Full phrase bank, page 36](#)

Stock enquiries and delivery estimates

State current availability: We do not currently have stock for your order.

Attribute the estimate: The wholesaler estimates Wednesday delivery.

Qualify dispatch: Shipment has not yet been confirmed.

[Full phrase bank, page 47](#)

Find a phrase by purpose / continued

Pickup questions and pharmacist consultations

Welcome the question: Thank you for asking about that label.

Identify the item: You are referring to the auxiliary label beside the main dispensing label.

State the boundary: I can identify it, but I cannot interpret the instruction for you.

[Full phrase bank, page 62](#)

Private collection and contact preferences

Acknowledge the purpose: I understand that you have come to help your neighbor.

Name the unresolved step: We have not yet verified the collection arrangement.

Avoid an accusation: I am checking the arrangement, not accusing you of anything.

[Full phrase bank, page 73](#)

Precise inventory and quality queries

Name the document: The notice names lot AB41.

Read the second source: The delivery record shows AB14.

Read back precisely: That is A, B, four, one on the notice.

[Full phrase bank, page 86](#)

Corrected messages and shift handoffs

Open the correction: I need to correct the ready message I gave you at 14:00.

State the verified position: Pharmacist review is still pending.

Take responsibility: I misread the queue entry and gave you an inaccurate status.

[Full phrase bank, page 96](#)

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accepted claim[Lesson 02, p. 18](#)**acknowledgment**[Lesson 08, p. 95](#)**adherence**[Lesson 03, p. 34](#), [Case 1, p. 105](#)**administration device**[Lesson 05, p. 60](#)**air temperature**[Case 2, p. 110](#)**allocation**[Lesson 04, p. 45](#)**ambiguous entry**[Lesson 01, p. 6](#)**audit trail**[Lesson 08, p. 95](#)**authorization pending**[Lesson 03, p. 33](#)**auxiliary label**[Lesson 05, p. 59](#)**backorder**[Lesson 04, p. 45](#)**benefit tier**[Lesson 02, p. 18](#)**callback number**[Lesson 06, p. 72](#)**carrier tracking**[Lesson 04, p. 45](#)**claim response**[Lesson 02, p. 18](#)**clinical approval**[Case 1, p. 105](#)**coinsurance**[Lesson 02, p. 19](#)**collection arrangement**[Lesson 06, p. 71](#)**collection time**[Lesson 03, p. 33](#)**confidentiality**[Lesson 06, p. 71](#)**contact attempt**[Lesson 08, p. 94](#)**contact permission**[Lesson 06, p. 71](#)**accepted handoff**[Lesson 05, p. 60](#)**active ingredient**[Lesson 01, p. 5](#)**adjudication**[Lesson 02, p. 18](#)**affected stock**[Lesson 07, p. 84](#)**alcohol interaction**[Lesson 05, p. 60](#)**alternate contact**[Lesson 06, p. 71](#)**appeal**[Lesson 02, p. 20](#)**authority to collect**[Lesson 06, p. 71](#)**authorization record**[Lesson 06, p. 72](#)**available stock**[Lesson 04, p. 45](#)**batch**[Lesson 07, p. 83](#)**brand name**[Lesson 01, p. 6](#)**callback window**[Lesson 03, p. 33](#)**claim**[Lesson 02, p. 18](#)**clarification request**[Lesson 01, p. 6](#)**closed-loop handoff**[Lesson 08, p. 95](#)**collected**[Lesson 08, p. 94](#)**collection readiness**[Lesson 04, p. 46](#)**concentration**[Lesson 01, p. 5](#)**consultation counter**[Lesson 05, p. 59](#)**contact outcome**[Lesson 03, p. 35](#), [Case 3, p. 115](#)**continuity of therapy**[Lesson 03, p. 34](#)

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References and publication notes

All cases, organizations, figures, and conversations are fictional teaching material, not transcripts. Communication practice does not replace qualified advice or current workplace procedures.

[1] Pharmacy Technician Certification Board. Guidebook: Code of Conduct.

United States credentialing context for truthful communication, confidentiality, supervision, and practice limits. Fictional role assignments do not establish universal technician duties. Source checked 10 October 2026.

https://myaccount.ptcb.org/guidebook/guidebook_sections/view/general-policies

[2] HealthCare.gov. Prior Authorization.

United States insurance terminology. The original claim scenario does not establish any specific plan decision, response deadline, coverage, or patient charge. Source checked 10 October 2026.

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[3] U.S. Department of Health and Human Services. Prescription Pickup by a Friend or Family Member.

United States privacy guidance permits appropriate pickup using pharmacist judgment. The fictional unresolved request is not a blanket ban or universal written-authorization requirement. Source checked 10 October 2026.

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[4] U.S. Food and Drug Administration. Understanding Drug Recalls.

Background on matching recall details and obtaining appropriate guidance. The fictional lot comparison supplies no affected-stock finding or patient medication instructions. Source checked 10 October 2026.

<https://www.fda.gov/drugs/drug-recalls/understanding-drug-recalls-what-know-and-what-do>

Companion course

The website offers the eight-lesson course and related practice. This book can be used independently. No audio access or external account is needed for its exercises.

<https://englishladder.com/efsp-pharmacy-technicians.html>

Check the detail. Explain the next step.

Clarify orders, claims, renewals, stock, label questions, private collection, recalls, and readiness messages. Three further cases address days-supply calculations, a temperature excursion, and a mid-cycle medicine-pack change.

Prescription intake without assumptions

Strength and dose are not synonyms. A product may contain a particular amount per unit, while the prescribed administration uses a specified amount and schedule. This unit supplies neither and does not authorize calculation or selection from a remembered label.

Refill requests and response windows

A transmission confirmation may show that the request left the system or reached a destination. It is not a prescriber approval. Similarly, a status call between 15:00 and 16:00 is a communication commitment, not a guaranteed collection window.

Insurance claims in plain English

Prior authorization required states a plan requirement. It does not by itself establish permanent exclusion, approval, an accepted claim, or the final patient price. Explain the actual response and have the appropriate colleague clarify the applicable request route.

Stock enquiries and delivery estimates

No stock at one pharmacy does not by itself prove a regional or national shortage. Likewise, an expected delivery day does not confirm dispatch, the full requested quantity, pharmacy receipt, or collection readiness. Name the status actually known.

Check the detail. Explain the next step. / continued

Phil Stilwell

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