 <b>Institut Xifra</b> Girona	<b>CFGM FARMÀCIA I PARAFARMÀCIA</b> <b>M012 Anglès tècnic</b> <b>Model d'examen de compleció</b>	<b>DEPARTAMENT SANITAT</b> <b>PCC CFGM SA20</b>
<b>Nom i Cognoms:</b>		<b>Qualificació:</b>  <b>/100      /10</b>

## 1. Listening

**Listen to a conversation between different patients and the pharmacist.  
Fill in the blanks with the appropriate word (20 points)**

[https://www.youtube.com/watch?v=\\_qyUI8XCTKg](https://www.youtube.com/watch?v=_qyUI8XCTKg)

### Buying medicine from a pharmacist

Hello there. Do you have something for \_\_\_\_\_ pain?

Humm.... When did your pain \_\_\_\_\_?

Oh. It's not me. It's my granny. It just started after she had \_\_\_\_\_.

Is it in the lower abdomen? Any idea?

No, sorry. I don't know exactly.

You \_\_\_\_\_ have asked her. Is the pain severe?

Can you just give me some medicine for now? The \_\_\_\_\_ is not so severe.

That's fine. Let me pack some. But if the pain doesn't stop, call the doctor.

### Buying medicine for headache and dizziness

Hello Hector. Do you something for \_\_\_\_\_?

Hi June, is it your granny again?

No, it's me this \_\_\_\_\_.

Oh! Since \_\_\_\_\_?

It started last night.

Humm.... I can only give you and \_\_\_\_\_ painkiller.

Yes, please, that's all I need.

Sure! Do \_\_\_\_\_ a doctor if the pain persists.

### **Checking the medicine**

Excuse me, do you \_\_\_\_\_ this?

Umm.... yeah! I have the first three of them.

Please give me a complete \_\_\_\_\_ for a month

Here it is. The price would be .....

Wait! I think this one has \_\_\_\_\_.

It can't be! Let me check.

Sure. I think it expired last month.

No, it didn't, the year printed is 2015.

Oh! I thought it was \_\_\_\_\_.

### **Asking for generics**

This medicine is too \_\_\_\_\_. I don't think I can afford it.

This is what your doctor \_\_\_\_\_, but I can give you a generic one if you want.

It's the same formulation, but different \_\_\_\_\_.

Yes, I think that's a good idea. Should I check with my doctor?

It's the \_\_\_\_\_ formula and it's FDA approved medicine, but you can check, sure.

Alright! \_\_\_\_\_ me two days' worth of the dose. I will check back with him and see about the rest.

That's a good idea

## **2. Reading (20 points)**

### **2.1 Read the text and answer the questions (10 points: 2p each question)**

Gastrolyte® Fruit Sachet 4.9 g pack of 19. Gastrolyte® sachets – fruit flavour

To treat and prevent dehydration to diarrhoea and traveller's gastroenteritis in all age groups.

#### **Directions**

Fill plastic measure to the line (200 ml) with fresh, cold drinking water. For infants use freshly boiled and cool water. Empty contents of Gastrolyte® sachet into the water in measure. Stir well before drinking. Gastrolyte® solution should be drunk freshly and frequently while diarrhoea lasts.

#### **Ingredients**

When made up the resulting solution contains: glucose 90 mmol/l; sodium 60 mmol/l; potassium 20 mmol/l; chloride 60 mmol/l. Total osmolality 240 mOsm/l.

#### **Warning**

Seek medical advice if diarrhoea persists for more than 12 hours in children under 3 years of age and 48 hours in children over 6 years of age.

Vocabulary: Sachet = "bosseta"

- 1. What is Gastrolyte® Fruit used for?**
- 2. Which measure does the line of the plastic measuring device indicate?**
- 3. What amount of glucose and sodium does the resulting solution contain when made up?**
- 4. What should you use when the solution must be administered to a child?**
- 5. When should you call to the doctor if diarrhoea persists?**

2.2. Read the directions on the Fougera packet and answer the questions (10p: 2p each question)

<p>NDC 0168-0060-15</p> <p><b>fougera</b>®</p> <p><b>FLUOCINOLONE ACETONIDE CREAM USP, 0.025%</b></p> <hr/> <p>USUAL DOSAGE: 3 or 4 applications daily. See insert for complete information. WARNING: Keep out of reach of children. TO OPEN: Use cap to puncture seal. IMPORTANT: Do not use if seal has been punctured or is not visible.</p> <p>E. FOUGERA &amp; CO. A division of Nycomed US Inc. Melville, New York 11747</p>	<p><b>R</b> only</p> <p>FOR EXTERNAL USE ONLY. NOT FOR OPHTHALMIC USE. CONTAINS: 0.25 mg of Fluocinolone Acetonide per gram in a base containing Stearic Acid, Propylene Glycol, Sorbitan Monostearate and Monooleate, Polysorbate 60, Citric Acid, Methylparaben, Propylparaben and Purified Water.</p> <p><b>NET WT 15 grams</b></p> <p>Store at controlled room temperature 15°-30°C (59°-86°F). Avoid excessive heat. Protect from freezing. See crimp of tube for Control No. and Exp. Date.</p> <p>U4436B R2/08</p> <div><p>N 3 0168-0060-15 6</p></div>
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1. What is the cream for?
2. Is this a prescription medicine or an 'over the counter' medicine?
3. How often can you use this medicine a day?
4. Is it for ophthalmic use?
5. How should you keep the medicine?

### 3. Professional English

**3.1. Match each drug type (A–J) with the correct definition (1–10). Write the correct letter in the space provided (10 points: 1 point each)**

#### **Drugs**


- |                  |                      |                   |
|------------------|----------------------|-------------------|
| A. Antacid       | E. Anti-itching drug | H. Antidepressant |
| B. Antiflatulent | (Antipruritic)       | I. Antibiotic     |
| C. Anorexygen    | F. Antiseptic        | J. Laxative       |
| D. Emollient     | G. Antipyretic       |                   |

#### **Definitions**

- \_\_\_\_\_ A drug used to treat constipation.
- \_\_\_\_\_ A drug used to treat depression.
- \_\_\_\_\_ A substance used to destroy or inhibit harmful organisms on the skin surface.
- \_\_\_\_\_ A drug that reduces fever.
- \_\_\_\_\_ A drug that neutralizes stomach acidity and is used to relieve heartburn.
- \_\_\_\_\_ A drug that helps prevent or relieve intestinal gas.
- \_\_\_\_\_ A drug that suppresses appetite and is used to treat obesity.
- \_\_\_\_\_ A preparation that softens, protects, and moisturizes the skin.
- \_\_\_\_\_ A drug that kills or inhibits the growth of bacteria.
- \_\_\_\_\_ A medication that relieves itching caused by allergic reactions, insect bites, or skin conditions.

### 3.2. Name the images (10 points)



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#### 4. Writing (20 points)

**Imagine you work as a pharmacy assistant in a pharmacy and a patient asks you advice. Write a dialog between you two using the following information about the patient. You have to choose one of the following cases.**

##### **Clinical Case 1 – Acne-Prone Teenager**

Patient: Daniel, 17 years old

Skin Type: Oily, prone to acne

Concerns: Breakouts on forehead and cheeks, blackheads, occasional redness

Current Routine: Uses bar soap, no specific acne treatment

Goal: Wants to reduce acne and avoid irritation

##### **Clinical Case 2 – Common Cold (“Caught”)**

Patient: Alex, 24 years old

Health Concern: Has caught a cold with runny nose, sneezing, mild sore throat, and fatigue

Current Routine: Drinks water, no medications yet

Goal: Wants advice for relieving cold symptoms

##### **Clinical Case 3 – Headache**

Patient: Laura, 36 years old

Health Concern: Has a tension headache for the last 3 hours

Current Routine: Drinks coffee and has tried resting but pain persists

Goal: Wants advice for quick pain relief and prevention of future headaches

**Writing Rubric****Student Name:**

<b>Criteria</b>	<b>Excellent (4 pts)</b>	<b>Good (3 pts)</b>	<b>Satisfactory (2 pts)</b>	<b>Needs Improvement (1 pt)</b>
<b>1. Use of Patient Information</b>	All patient information (age, health concern, routine, goal) is correctly included and addressed in the dialogue.	Most patient information is included; minor omissions.	Some patient information is included; key details missing.	Very little or incorrect patient information; does not match chosen case.
<b>2. Dialogue Structure &amp; Coherence</b>	Dialogue flows naturally; PA and patient lines are balanced; conversation is realistic and easy to follow.	Mostly clear dialogue; minor awkward phrasing or imbalance.	Some coherence, but dialogue may feel disjointed or confusing.	Dialogue is unclear, illogical, or hard to follow.
<b>3. Pharmacy Vocabulary &amp; Accuracy</b>	Correct and appropriate use of pharmacy/medical terms relevant to the case.	Some correct terminology; minor misuse of terms.	Limited use of relevant terms; occasional misuse.	Pharmacy/medical vocabulary mostly absent or incorrect.
<b>4. Grammar, Spelling, and Language</b>	Sentences are grammatically correct; spelling and punctuation are accurate; professional English used throughout.	Minor grammar, spelling, or punctuation errors; meaning still clear.	Noticeable errors that occasionally affect understanding.	Frequent errors that impede understanding or make the dialogue unprofessional.
<b>5. Communication &amp; Patient-Centered Approach</b>	Dialogue shows empathy, clear explanations, reassurance, and professional tone; PA asks questions and gives advice tailored to patient needs.	Dialogue mostly professional and patient-focused; minor lapses in empathy or clarity.	Dialogue somewhat professional; limited empathy or patient focus; advice may be generic.	Dialogue lacks professionalism, empathy, or patient-centered communication.



## 5. Speaking

You will have a conversation about advantages and disadvantages of working as a pharmacy assistant. You can write down some ideas before you start the speaking exam.

Notes:

### Speaking Rubric

Student Name:

Criteria	Excellent (4 pts)	Good (3 pts)	Satisfactory (2 pts)	Needs Improvement (1 pt)
<b>1. Content &amp; Relevance</b>	Clear, thorough understanding with well-organized, relevant points.	Good understanding; most points are clear and relevant.	Basic understanding; some points unclear or underdeveloped.	Limited understanding; points are unclear or irrelevant.
<b>2. Clarity &amp; Organization</b>	Well-structured, logical flow, easy to follow.	Mostly clear and organized; minor issues.	Some disorganization or unclear points.	Poor organization; hard to follow.
<b>3. Professional Language</b>	Consistently uses professional terminology correctly.	Mostly professional language, a few inaccuracies.	Some professional terms, but often informal or inaccurate.	Rarely uses professional language; informal or incorrect.
<b>4. Pronunciation &amp; Fluency</b>	Clear, fluent, minimal hesitation.	Mostly clear, occasional hesitation.	Pronunciation unclear, frequent pauses.	Difficult to understand, hesitant or unclear speech.
<b>5. Engagement &amp; Professionalism</b>	Confident, professional tone; fully engaged.	Professional tone; good engagement.	Some engagement; tone may lack professionalism.	Minimal engagement; unprofessional tone.