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服薬指導のためのロールプレイによる学習

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Introduction: Dispensing over-the counter (OTC) and prescription-based (PB) pharmaceuticals is a challenge for Japanese pharmacists as they need to speak the most extensively spoken English (even from non-English speaking countries) for professional practice, especially when the influx of foreign tourists to Japan has reached more than 20 million in fiscal year 2015. We designed a one-semester coursework for year-4 (Yr-4) students to learn dispensing - both over-the-counter (OTC) products and prescription-based (PB) pharmaceuticals - under various settings via role-plays (RPs) in university B. **Methods:** Yr-4 undergraduates (n=64) were first taught various conversational expressions under different OTC and PB settings using a compact disk (CD)-attached textbook. They were then grouped into pairs, and asked to role-play dispensing using OTC and PB settings of their choice. After the RP sessions, students were given questionnaires to fill out their answers. **Results:** Based on effective responses (100%) on the survey-day, students playing the roles of pharmacist and customer/patient found the RPs beneficial, and they scored (mean ranking 1-4) the following factors accordingly: viz., technical term acquisition (>3), ability to think (>2), write (>2), speak (>2) in English, ability to ask questions (>2) and answer queries (>2), acquisition of basics in dispensing (>3), etc. **Discussion:** Proper and comprehensive dispensing of OTC and PB pharmaceuticals is important for pharmacists to provide the best professional service to customers/patients. RPs undertaken by students found the method useful to get first-hand experience on dispensing using English. Based on RP experience, they felt confident to handle customers/patients at pharmacy/hospital settings.