

# A medicine is needed before the weekend

A patient cannot reach the usual prescriber for a replacement rescue inhaler.  
The patient is not in acute distress.

What information and current legal options should the pharmacist check?

When would referral be the better next step?

# A patient asks about a preventive service

The patient wants to know whether the pharmacy offers a particular preventive service.

How should the team explain availability, eligibility, costs, and privacy?

What preparation and information would the pharmacist need?

# The information is incomplete

A patient describes a new concern, but the pharmacist cannot obtain the information needed for a sound decision.

What can the pharmacist explain now?

How would you arrange a useful referral and communicate the next step?

# A test does not settle the whole question

A patient asks whether a pharmacy test could explain a symptom.

Would the test and any follow up be legally available here?

What warning signs, history, or limitations would lead to referral?