



1. _____



2. _____



3. _____



4. _____



5. _____



6. _____



7. _____



8. _____



9. _____



10. _____

Match the words to the pictures.

- patient “customer service” medication
- delivery “pick up” delay
- refill shipment
- stock prescription

Complete the sentences with the words below:

- communication order delivery request supplier
- payment customer invoice contract negotiation

1. We offer home _____ for patients who are unable to come to the pharmacy.
2. The _____ for the prescription medication has been placed and will be ready for pick up in 24 hours.
3. Please make the _____ at the checkout counter after picking up your medication.
4. The _____ for your medication is available upon request.
5. Please submit a _____ for a refill of your prescription medication at least two days in advance.
6. Our _____ service representatives are available to assist you with any questions or concerns about your medication.
7. Our _____ has informed us that there will be a delay in the shipment of a particular medication.
8. Effective _____ between pharmacists and patients is essential to ensure safe and effective medication use.
9. We have a _____ with our wholesalers to ensure that we always have a sufficient stock of medications.
10. The _____ with the pharmaceutical company took several months, but we were finally able to secure a lower price for a particular medication.

Pictures

1. prescription
2. delivery
3. refill
4. medication
5. stock
6. delay
7. customer service
8. shipment
9. patient
10. pick up

Gap fill

1. We offer home **delivery** for patients who are unable to come to the pharmacy.
2. The **order** for the prescription medication has been placed and will be ready for pick up in 24 hours.
3. Please make the **payment** at the checkout counter after picking up your medication.
4. The **invoice** for your medication is available upon request.
5. Please submit a request for a **refill** of your prescription medication at least two days in advance.
6. Our **customer service representatives** are available to assist you with any questions or concerns about your medication.
7. Our **supplier** has informed us that there will be a delay in the shipment of a particular medication.
8. Effective **communication** between pharmacists and patients is essential to ensure safe and effective medication use.
9. We have a **contract** with our wholesalers to ensure that we always have a sufficient stock of medications.
10. The **negotiation** with the pharmaceutical company took several months, but we were finally able to secure a lower price for a particular medication.