

Supplementary data: Description of the scenarios used in simulated visits

Scenario 1

Simulated patient (SP) entered a pharmacy or drugstore and submitted a prescription filled with aspirin 300mg po for 20 days. If asked the SP would tell the pharmacy staff that SP had not previously taken the medicine and it is for personal use. Then SP listened to pharmacy staff and followed information that was provided and asked .If pharmacy staff didn't provide any counseling, Then SP asked the following question:

- Can I take the medication at any time
- Sometimes I used to take antacids when I feel gastric pain in the past. Is this drug safe for my gastric?

Scenario 2

SP entered a pharmacy or drugstore and submitted a prescription filled with omeprazole 20 mg po bid for 7 days and ketoconazole 200mg po per day for 10 days. If the pharmacy staff didn't provide counseling on the prescribed drugs, then the SP asked the following questions;

- Can I take the medications at any time?
- Shall I take the medications before or after meal?
- Can I take the medications at the same time?

Scenario 3

SP entered the pharmacy and asked, May I have ibuprofen? If the pharmacy staff didn't provide counseling, then the SP asked the following questions;

- Can I take the medications at any time?
- Are there any possible side effects of the drug?
- How much mg of the drug can I take in a day?

Scenario 4

SP entered the pharmacy and submitted a prescription filled with amoxicillin 500mg po tid for 7 days. If the pharmacy staff didn't ask the SP whether the SP is allergic to amoxicillin the SP reminds the pharmacy staff that he/she had rash previously while taking amoxicillin. The pharmacy staff was supposed to return the prescription to the prescriber reminding that the SP had experienced rash upon taking this medication previously.