PHARMACISTS’ COMMUNICATION WITH FOREIGN LANGUAGE SPEAKING PATIENTS IN A FOREIGNER SETTLEMENT AREA, JAPAN

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(1) Background and importance:
Recently, the number of foreign residents has significantly increased in Japan. However, few studies have been reported how such patients received medication instructions in community pharmacies affiliated with hospitals/clinics.

(2) Aim and objectives:
To examine how and what the pharmacists communicate with the foreign language speaking patients (FLSP) at the pharmacies, in Gunma prefecture, that is one of the most foreigner living.

(3) Results:
65 % of the pharmacists often/sometimes felt troubles with language. The experience of treating FLSP (n=791) was most frequent in Foreigner settlement area and the other area.

(4) Materials and methods:
A self-administered questionnaire survey Subjects: The pharmacy members of Gunma Pharmaceutical Association Study period: January and February 2018 The contents of the questionnaire were composed 2 parts:
A) Pharmacy system Subjects: The manager pharmacists B) Pharmacists’ experience and skills. ...Subjects: The employee pharmacists The answers were compared between the Foreigner settlement area* and the other area.

(5) Conclusion and relevance:
◆ In foreign settlement area, the pharmacists have more experiences of treating the FLSP the contents of the medication instructions are more than in the other area.
◆ No matter where the pharmacists are, it is recommended to introduce the multilingual instruction tools for FLSP.

(6) References and/or Acknowledgement
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