

WRITING SUB-TEST – TEST BOOKLET

INSTRUCTIONS TO CANDIDATES

You must write your answer for the Writing sub-test in the **Writing Answer Booklet**.

You must **NOT** remove OET material from the test room.

Occupational English Test

WRITING SUB-TEST: PHARMACY

TIME ALLOWED: READING TIME: 5 MINUTES

WRITING TIME: 40 MINUTES

Read the case notes and complete the writing task which follows.

Notes:

Assume that today's date is 30 August 2019

A diabetic client, Mr James Davidson, is planning to travel abroad alone and has come to your pharmacy today seeking your advice. He is wondering whether it is safe for a diabetic to travel. He is concerned about several issues: problems with customs and security at the airport, not being allowed to take his medication on board the plane, not being able to carry on food/drink or get adequate food on board during a long flight, losing his medication and whether changes in climate will affect his medication and equipment.

You decide to write down your advice and reassurances in a letter to the client. Using information from the notes below, address each of his concerns.

Notes from a seminar you attended on travelling with diabetes medication

- Before you go:**
- Get letter from your doctor (several copies) explaining medication, devices/ equipment
 - Get spare prescription
 - Arrange travel insurance (worthwhile, despite the extra cost)
 - Plan with healthcare worker when to use insulin/eat during flight
 - Tell airline about your diabetes when booking

- What to take:**
- Adequate supplies for the entire trip (and extra in case of loss/damage)
 - Take medications in packaging dispensed by pharmacy
 - Labels should be clear on medications
 - Adequate pump batteries for insulin pump (where relevant)
 - Small first aid kit
 - National healthcare card
 - Quick acting carbohydrate (e.g., glucose tablets, jelly beans)
 - Small sharps container for syringe disposal (where relevant)

- At airport security:**
- Carry all diabetes supplies for flight in hand luggage
 - Answer questions about your equipment
 - No need to declare diabetes equipment
 - Show letter from doctor
 - Insulin should not be affected by X-rays
 - Ask for hand-checking if concerned

On the flight:

- Wear comfortable, loose shoes
- Plan to eat regularly
- Eat glucose tablets / jelly beans or ask for lemonade if feeling hypoglycaemic
- Do some exercise e.g., walking in aisles
- Use regular doses of insulin (where relevant)
- No alcohol
- Plenty of water
- Sleep whenever possible
- Do not inject insulin until meal has been served

Where to go if you lose your medication when travelling:

- Hospital emergency department
- Local diabetes organisation

Precautions:

- Wear identification that states you are diabetic
- Carry written details of your next of kin, medications and devices you use
- Store insulin and blood glucose test strips below 30°C, and above 0°C i.e., in cabin baggage on flight (insulin can be left out of the fridge between these temperatures for 28 days)
- Use insulated bag if travelling in hot/cold climates
- Check blood glucose levels more often than usual

Writing Task:

Using the information given above, write a letter to Mr Davidson, addressing his specific concerns. Address the letter to Mr James Davidson, 11 Cedar Street, Stillwater.

In your answer:

- **Expand the relevant notes into complete sentences**
- **Do not use note form**
- **Use letter format**

The body of the letter should be approximately 180–200 words.

Any answers recorded here will not be marked.

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Occupational English Test

WRITING SUB-TEST: PHARMACY

SAMPLE RESPONSE: LETTER

Mr James Davidson
11 Cedar Street
Stillwater

30 August 2019

Dear Mr Davidson

Thank you for your query about travel safety related to your diabetes. I can assure you that it is safe for you to travel with diabetes as long as you take certain precautions.

At airport security, there is no need to worry about the X-rays affecting your insulin or equipment. However, if you prefer, you can have your luggage hand-checked. You are not required to declare your medication, but should be prepared to answer customs staff's questions. A letter from your doctor will show you are entitled to carry these medications and devices.

For the flight, notify the airline in advance of your requirements and carry fast-acting carbohydrates such as glucose tablets or jelly beans. Do not be afraid to ask for lemonade or extra food. Avoid using insulin before the meal is actually served to you, in case of delay.

Because medications can be affected by extreme temperatures, they must be stored above freezing and below 30°C. If you are travelling somewhere very hot or very cold, protect your medicines by packing them in an insulated bag.

If you lose or run out of medication, the best contact is the local hospital emergency department or diabetes organisation. Please do not hesitate to contact me if you have any questions.

Yours sincerely

Pharmacist