Name of the study area: Rural

Data Type: IDI with Unqualified seller/prescriber

Length of the interview/discussion: 73:38 min.

ID: IDI\_AMR302\_SLM\_PQ\_Hu\_R\_14 Sept 17

Demographic Information:

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Gender | Age | Education | Seller/prescriber | Category | Year of service | Ethnicity | Remarks |
| Male | 40 | SSC | Qualified seller/prescriber | Human | 17 Years | Bangali |  |

Interviewer: I come here from Cholera Hospital and we are conducting a research work on use of antibiotic. How r you brother?

Respondent: I am fine, are you well?

Interviewer: Yes, I am fine. Ok, do you sell drugs here? How many days it would be you are engaged in this occupation?

Respondent: I am working here from the year 2000.

Interviewer: from 2000?

Respondent: Yes.

Interviewer: That mean it’s already…

Respondent: 17 years.

Interviewer: It is 17 years running?

Respondent: Hmm, it’s running.

Interviewer: Well, do you have any training for selling medicines?

Respondent: For selling medicines, we have to do a primary training as a village doctor, I have that training.

Interviewer: Village doctor’s training?

Respondent: RMP

Interviewer: Oh, it is called RMP in short form.

Respondent: Yes, it is a short form.

Interviewer: Yes, yes.

Respondent: I have another one is 3 months pharmacist course.

Interviewer: 3 months course?

Respondent: Course.

Interviewer: Well, how many days course was that RMP?

Respondent: That was 6 months.

Interviewer: 6 months and pharmacist course?

Respondent: That is 3 months.

Interviewer: Ok. Than do you have any other?

Respondent: No. For selling drug we need usually drug license and trade license.

Interviewer: Do you those?

Respondent: Yes, I have.

Interviewer: Trade license means shop license?

Respondent: Shop license, trade license.

Interviewer: Well, for selling drug?

Respondent: For selling drug we need pharmacist course.

Interviewer: Well, if you have that then you can sell drugs?

Respondent: Yes.

Interviewer: Ok.

Respondent: For selling drugs we need this and government trade license.

Interviewer: Ok,Ok

Respondent: Again, I need a trade license from our union council’s chairman and I have that license also.

Interviewer: Well, that means you have a trade license which is from Union council and you also have a three months pharmacist course.

Respondent: Yes. For selling drugs we have to do apply for a government drug license. I have all drug licenses.

Interviewer: Well how do you do all this?

Respondent: There have a head office at Tangail, we do this by the help of that office workers. For this maximum SSC pass certificate needs. After giving certificate they give a drug license.

Interviewer: Well, are there have to do any training?

Respondent: They conduct training but I didn’t join that training.

Interviewer: You said there have a training facility but you didn’t join, why?

Respondent: Actually for selling drugs there is no need to do much.

Interviewer: Hmm, then how is your educational status?

Respondent: HSC pass.

Interviewer: Well, what I am saying, you are HSC pass and you have a shop license. Then do you sat for any exam regarding medicines?

Respondent: I had to take exam on pharmacy.

Interviewer: Yes, you did three months training.

Respondent: Yes, I had to sit for that exam.

Interviewer: Well did that after three months training?

Respondent: I had to attend class for three months then I sat for the exam.

Interviewer: Ok.

Respondent: Who passed that exam they gave pharmacy certificate to those persons.

Interviewer: Ok.

Respondent: Who was not pass they didn’t get the certificate.

Interviewer: Yes. Well is it government?

Respondent: Government.

Interviewer: From where did you take this training?

Respondent: From Tangail main head office.

Interviewer: what is the name of this office?

Respondent: It is a pharmacist and druggist. At office I saw it is written.

Interviewer: Ok. Well who is the owner of this shop?

Respondent: This is my shop.

Interviewer: Yours?

Respondent: Yes, mine.

Interviewer: Ok. Can you tell me about this shop and selling drugs because I have no idea about this issue?

Respondent: I sell medicines and maximum prescription written by doctor.

Interviewer: Hmm

Respondent: After found a prescription I sell medicines according to those prescriptions.

Interviewer: Ok

Respondent: Again for normal primary treatment like cold, fever and one child become sick with diarrheal I give treatment to them. -------------------------------5.02

Interviewer: Ok

Respondent: I give treatment like this. If patient can’t get well by my treatment then I refer to them to the hospital or clinic. They write a prescription there and I sale those medicines from my shop.

Interviewer: Ok, that means after consultation to their then they come back to your shop for purchasing medicines?

Respondent: Maximum comes here.

Interviewer: Ok

Respondent: You know some are go to hospital to consultation with a doctor and after test doctor gives medicines on a prescription and some of them are known person they come back here to get medicines from my shop. I give medicines according to the prescription.

Interviewer: Ok

Respondent: Again some people come here with their stripe.

Interviewer: Well what types of patient usually come to you?

Respondent: Usually patient comes here for primary treatment like- cold, fever, diarrheal…this types of patients.

Interviewer: I don’t understand, could you repeat?

Respondent: Such as- fever, cold, diarrheal patients come here for primary treatment.

Interviewer: Yes. Are they only come here? You have already 17 years working experiences.

Respondent: That’s all, except those what would be? And we don’t surgery here.

Interviewer: Ok.

Respondent: We don’t surgery here. In this village level we only give primary treatment. If any patient needs surgery they actually don’t come to us. They directly go to the hospital or clinic.

Interviewer: Hmm?

Respondent: Suppose one delivery patient come to me or give me a call and asks, could you do delivery? Then I said them, no I can’t do this, rather you go to the hospital or clinic, I advice them like this.

Interviewer: Hmm

Respondent: We can do like one child get sick with cold or fever or suddenly get sick by diarrheal.

Interviewer: Hmm

Respondent: In the mid night patient becomes sick by abdominal pain then we give treatment as a primary treatment.

Interviewer: Well, you go to home for giving treatment?

Respondent: I give treatment at home also.

Interviewer: Well, this is all about who come to your shop and sometimes you also go to patients home for giving treatment. Now could you tell me when you open your shop and when you close this?

Respondent: I don’t have any specific time but I come here at 8 am and I close it about 9 or 9:30 pm.

Interviewer: That means you keep open your shop whole day.

Respondent: It keeps open whole day.

Interviewer: You stay here whole day?

Respondent: I always stay at shop all the time.

Interviewer: OK. For lunch hour?

Respondent: For lunch, I bring lunch from home or here have hotel I take my lunch from there.

Interviewer: Ok

Respondent: But I keep open my shop from 8 or 8:30 am to 9 or 9:30 pm.

Interviewer: Well in which time you get more patients in your shop?

Respondent: I can’t say exact time, it is more preferable if I say in the morning time I sit here but don’t get any patient on the other hand, and I get more patients in the evening.

Interviewer: Ok

Respondent: It not exact time sometimes I get more patients in the morning or sometimes I get more patients in the evening.

Interviewer: Hmm

Respondent: There is no limited time when I get more patients.

Interviewer: Well, in your shop it seems you have different types of many drugs, so I want to know how many types of drugs you have in your shop?

Respondent: In my shop I have gastric medicines such as- paracetamol types of medicines, gastric medicines and antibiotic medicines. You can say I all types of medicines but in little amount and which are used in the village level.

Interviewer: Ok

Respondent: I have these.

Interviewer: Well, you said you have gastric medicines and antibiotic?

Respondent: Yes, I have normal antibiotic medicines.

Interviewer: Yes?

Respondent: We can’t keep emergency types here and actually it is not possible for us.

Interviewer: Hmm?

Respondent: Those types you can found at hospitals or town areas.

Interviewer: Hmm. You said antibiotic. Can you tell me about antibiotic medicine?

Respondent: Antibiotic is that medicine which works against a disease. Such as- when one patient becomes sick with severe cold then I give him an antibiotic one Fimoxyl or one Zmax capsule and cold and pain become cure. The word Antibiotic means works against disease.

Interviewer: Well, works against disease.

Respondent: Antibiotic works against disease.

Interviewer: How do woks it into the body?

Respondent: We don’t study more so this complicated question for me.

Interviewer: Well you said it works against disease and you also said you give antibiotic when patient gets sick with cold?

Respondent: yes.

Interviewer: You said this.

Respondent: When patient have severe cold or cough or severe fever then normal medicines would not work. Paracetamol is the normal medicine then we have to give normal antibiotic, if it is more severe then we don’t keep patient to us and refer to doctors (qualified doctor). They give a prescription and we sale those medicines to them.

Interviewer: Well, could you tell me how many antibiotics you give them? Could you tell me your experience? -----------------------------------------------10:04

Respondent: Antibiotic. I give Azithromycin group of antibiotic to the adult person for 7 days everyday one medicine.

Interviewer: Hmm?

Respondent: If it is an emergency then we increase power then patient has to take two times morning and evening time.

Interviewer: Azithromicin?

Respondent: Yes. Azithromicin tablet can take two times if patient is adult and when it is an emergency. Otherwise, normally they can take 7 tablets in 7 days.

Interviewer: That means 7 days course?

Respondent: Yes, 7 days.

Interviewer: And you said daily one or two what is that?

Respondent: If it is an emergency such as- cold or fever become severe then according to condition patient can take twice daily one is morning time and another is evening times.

Interviewer: How many days patient have to take those?

Respondent: five or seven days.

Interviewer: Well, for normal?

Respondent: For normal patient have to take 7 tablets in 7 days and become well by the grace of Allah.

Interviewer: Ok. Except this do you give them? I mean you only said about Azithromicin for cold. When are you giving medicines? Because I am asking this you have a long experience? You are giving antibiotic to the patient since 17 years? That’s why I want to know your experience?

Respondent: Experience means primary treatment, and what I said at first, one patient becomes severe respiratory illness or severe fever and patient come to me and also he don’t have ability to go to the hospital or clinic then I give Azithromicin groups medicines and with those I give some Montelukast group medicine.

Interviewer: Sorry I don’t understand the name?

Respondent: Montelukast group medicine.

Interviewer: Montelukast?

Respondent: yes. After giving these medicines patient become cured by the grace of Allah.

Interviewer: Hmm?

Respondent: After getting well he doesn’t need to go to the hospital; by the help of Allah I give treatment to the patients.

Interviewer: Hmm?

Respondent: After taking medicines for 7 days if patient doesn’t get well and disease more serious or doesn’t cure then I said to them you should go to hospital or clinic and test some and get a prescription from doctor then take those medicines.

Interviewer: Well, you only said two names of medicine?

Respondent: Like this I only said one name of medicine from Montelukast group medicine there also have Montel, Monocast, Montair all of this are one group’s medicines.

Interviewer: Same group?

Respondent: I only said to you the name of group, such as- Montelukast.

Interviewer: Yes?

Respondent: From Azithromicin group such as- Zmax.

Interviewer: Yes?

Respondent: I only said the name of Azithromicin groups. It would be worked if the medicine company is a famous and renowned company.

Interviewer: Do you have only two group’s medicines?

Respondent: There have many other groups. It is not possible to tell you all the names, here I have different group of medicines such as- Montelukast group’s medicines manufacture by different company.

Interviewer: Hmm, usually how many types of medicines do you prescribe? I want to know about antibiotic?

Respondent: I give Montelukast group’s medicine according to the disease condition. But I can’t give Montelukast group’s medicines all the time.

Interviewer: No.

Respondent: Again even I can’t give antibiotic medicines always.

Interviewer: No.

Respondent: It is defend on disease condition. In reality, a patient comes to me and I examine him and he shows me the sing and symptoms and according to the condition I give medicines.

Interviewer: Hmm.

Respondent: Even it is not possible that I can give Montelukast or Azithromicin group of medicines to all the patients. Is it alright?

Interviewer: No

Respondent: Again in Bangladesh there have thousands of companies and I can’t memorize all the name of those company’s medicines.

Interviewer: Yes.

Respondent: Such as- here I have Azithromicin group’s medicine for cold is Zmax, with that Montelukast. If patient has also cough or allergy then I give him antihistamine medicines or Doxidine or Cetirizine medicines for twice daily two tablets and it would be worked.

Interviewer: Ok

Respondent: Cetirizine is a name of a group. I have also Alatrol and Cetol.

Interviewer: Hmm

Respondent: There have many companies and also different name of medicines. After giving those medicines cold, cough or allergy would be cured.

Interviewer: What do you think, is use of antibiotics increasing or decreasing over the years? What do you think after working many years?

Respondent: It is increasing gradually, it is not decreasing.

Interviewer: Not decreasing?

Respondent: No, it is increasing not decreasing.

Interviewer: Can you tell me how it is increasing?

Respondent: There have many different names of companies. Such as- Soap has many different companies. In Bangladesh there have about 50 companies and they have 50 different items antibiotics. And now there have another new 20 companies then it would be increased the antibiotics. -----------------15:02

Interviewer: Yes. Antibiotics are increasing that’s all right. I am saying use of antibiotic? People are coming to you for purchasing antibiotics, is this increasing than past?

Respondent: It is increasing.

Interviewer: Increasing?

Respondent: Increasing than before.

Interviewer: Then could you tell me details? Which groups of medicines are increasing? How it is increasing?

Respondent: Cold and cough is increasing and it is depending on diseases. However, no one can take antibiotic medicines without any problem. Is it right?

Interviewer: Hmm

Respondent: People don’t take antibiotic without any problems.

Interviewer: Yes. Well what would be the reasons?

Respondent: Maybe one patient become sick with fever or cold or cough for a long time, asthma or it may be bronchitis, for these reasons they would be take antibiotic. After taking antibiotic it would be cured respiratory problem or bronchitis. For that reason, many companies have many different antibiotics. (3rd person said: her question is why antibiotic need?)

Interviewer: Ok what we are discussing, you said uses of antibiotics are increasing and also company is increasing and also number of medicines is increasing. Then why this use of antibiotics demand is increasing to the peoples?

Respondent: For diseases. I said before after facing problems people are getting sick with different diseases such as- diarrheal. Usually in village area you will see diarrheal patient more. They get sick with cold, fever and for this reason demand of antibiotics are increasing gradually and people are using antibiotics more.

Interviewer: Hmm

Respondent: That means what we are saying, is antibiotic worked or not and we see in the Paracetamol there have 500 mg but we actually don’t know there is 500 mg or 250 mg and this is also not our concern.

Interviewer: Hmm

Respondent: We have health ministry or there have different division. They will check those matters how much mg has into those medicines that are not our concern and we don’t measure that. Even we don’t need to measure.

Interviewer: Hmm

Respondent: Government will check is manufacturing company giving correct amount of ingredient into the Paracetamol, like- is this vitamin C 700/500mg. The responsible person for this checking the measurement is higher level persons. That is not our concern and also don’t need. We only give this to the patient or when doctor writes a prescription and we purchases medicines according to that prescription.

Interviewer: Yes.

Respondent: Again for primary treatment, normally primary treatment which we give in the village level. Suppose, at night in the village one patient become sick with abdominal pain or one patient has to delivery on that time or patient become sick with severe fever and it is not possible to go to the hospital at that time then we give them primary treatment and it is normal.

Interviewer: Hmm

Respondent: After giving treatment if it would not work then we send them to the hospital or clinic. That time doctor may be prescribe them antibiotics or not then patient come to us with that prescription and we sale those medicines to them.

Interviewer: Hmm

Respondent: Some patients also purchase medicines from there.

Interviewer: Hmm

Respondent: We do like this. But what I understand about the uses of antibiotics increasing is only because of diseases not other reasons.

Interviewer: For diseases?

Respondent: For diseases. Because diseases are increasing and cold, fever, typhoid and cholera are increasing so that people needs antibiotics or needs medicines.

Interviewer: Is that means diseases increasing day by day?

Respondent: May be it is increasing.

Interviewer: Why it is increasing?

Respondent: How can I answer this question…it is increasing for many reasons.

Interviewer: Here I want to know your perception because you have a huge experiences and all is in this line.

Respondent: I have that. It is increasing for different reasons. It is for the area where we are living, such as- I am a salesman and I have to sit here all the day near by the road.

Interviewer: Hmm

Respondent: You see this road is always full of vehicles and we inhale continuously this dust by nose or eyes or mouth. For this reason I have to be allergy problem and it is the symptom of other diseases. Isn’t it?

Interviewer: Hmm

Respondent: Who are living in the village normally they become sick with cold and fever.

Interviewer: Is it cold and fever? Can you see cold, fever and diarrheal most of the time?

Respondent: Maximum is these.

Interviewer: Ok.

Respondent: Most of the time cold, fever, diarrheal and abdominal pain.

Interviewer: maximum is these and you said sometimes you get delivery patient?

Respondent: Delivery patients come and sometimes accident patients also come but those treatment are not possible for us so we send them to the hospital or clinic.

Interviewer: Well, do you give treatment to the accident patients?

Respondent: No, we don’t give treatment to the accident patients. We refer them to the nearby hospital or clinics.

Interviewer: But do they come here for primary treatment?

Respondent: Primarily when we see one bleeding patient then normally we bandaged the wound.

Interviewer: Hmm

Respondent: Then we refer him to the hospital or clinic by vehicles. We don’t give treatment here and this treatment gives at the hospital.

Interviewer: But hospital? It is an emergency matter? -----------------------------20:11

Respondent: This is right it is an emergency matter but we village doctors can’t give treatment to those patients, it is not possible for us. What we do actually when we see small wound then we wash that with cleaner but who broke bones that is not possible for us to give treatment. Do you understand?

Interviewer: Hmm. From this shop generally what types of antibiotic groups do you prescribe to the patients? Just say some names which you have been writing since 17 years?

Respondent: I have been writing Azithromicin group’s medicines.

Interviewer: Yes?

Respondent: Then they have been writing Ciproxin, Cefixime, Cefotaxime. Actually doctors are writing these medicines most of the time.

Interviewer: Do you write these three medicines?

Respondent: I don’t write these but doctors write these.

Interviewer: Oh! I want to know what you write.

Respondent: I usually write those which are not high power antibiotics and we don’t need to give those also.

Interviewer: Hmm

Respondent: For me highest is Azithromicin. I give treatment by Azithromicin. If patient needs more than that then I don’t give treatment refer them to the doctor there have MBBS doctor in the clinic. I only give Azithromicin.

Interviewer: Yes?

Respondent: Then Amoxicillin

Interviewer: Hmm?

Respondent: I give this for primary treatment.

Interviewer: Do you give only those?

Respondent: Yes.

Interviewer: Well, do you have any other except this?

Respondent: Except this I don’t prescribe any. For delivery pain, weakness and other problems I give only vitamins not more than that.

Interviewer: Those are vitamins not antibiotics?

Respondent: No, not antibiotics.

Interviewer: Ok, why you give Azithromicin?

Respondent: Without reason I don’t give and doctors give this medicine.

Interviewer: No No! You said a while ago you give Azithromicin?

Respondent: yes.

Interviewer: Why you give Azithromicin groups?

Respondent: I give this for different reasons. I said this before, for severe cough I give antibiotic.

Interviewer: For cold and cough. Ok.

Respondent: For fever, asthma and for respiratory illness.

Interviewer: For respiratory illness you give Azithromicin?

Respondent: Azithromicin will work and besides this I have to give another medicine. Such as- Mantelukast groups then antihistamine group then doxidian group. I give actually according to disease conditions. When I see patient has severe cold with allergy then I will give only Azithromicin antibiotic. Then I have to give doxidian tablets then I have to give Montelukast group if temperature is high then I have to give Paracetamol with that Azithromicin. I give treatment like this.

Interviewer: Hmm. Paracetamol is not an antibiotic medicine?

Respondent: No it is not antibiotic medicine. For becoming normal temperature I give this.

Interviewer: That means you give two types of antibiotics give in one time? Azithromicin and Montelukast?

Respondent: I give medicines according to the patient conditions.

Interviewer: Yes. For allergy and cold you give these two medicines?

Respondent: Yes, I only said one patient’s treatment system. In reality I have to give treatment according to the disease condition. It would not be work if I only give Azithromicin.

Interviewer: Yes.

Respondent: It would not be work with only Azithromicin. Suppose one patient comes to me with severe respiratory illness, cold and cough and high fever then it would not be worked only by Azithromicin then I have to give others medicines such as- Paracetamol types of medicines.

Interviewer: No. I am not saying that. I want to know do you give two antibiotics for one disease.

Respondent: You can’t give two antibiotic medicines in one time. Antibiotic is antibiotic. Such as- Zmax is an antibiotic medicine and it is Azithromicin group. When I see patient have severe cold and cough and these are the usually in the village area and fever patient but adult, then I can’t only give him antibiotic medicine, I have to give him other medicines also. Every night patient has to take one Zmax 500 mg medicine for six days.

Interviewer: Yes?

Respondent: And if patient become sick with severe respiratory illness or cold-fever then I give Paracetamol including Montelukast group medicines or Cetirizin. By this medicine patient become cure.

Interviewer: Hmm

Respondent: But it is not right to prescribe two antibiotics in one time.

Interviewer: Well, is Montelukast an antibiotic medicine?

Respondent: It is not antibiotic if anyone sale as an antibiotic although it is not an antibiotic.

Interviewer: Hmm

Respondent: It is a cold medicine.

Interviewer: Ok. When you sale antibiotic to patients not only for sale but also for primary treatment do you face any challenges during that time?

Respondent: The challenges during selling antibiotic?

Interviewer: Or do you face any problem when you sale antibiotic?

Respondent: Difficulties means what I said before when patient comes to me either child or adult or older then I see the sing and symptoms and think for this normal Paracetamol would not enough and right now I have to give antibiotic. It is quiet challenging to give antibiotic but the condition of disease like severe fever is necessary to give antibiotic and it would be worked by the grace of Allah.

Interviewer: Hmm

Respondent: This is the challenge for us, however, we don’t give antibiotic by taking any challenges and it is not a right way as well as.

Interviewer: Do you think it is challenging?

Respondent: In primary stages we understand that it would be cured this disease by the grace of Allah.

Interviewer: Hmm

Respondent: This is the challenge otherwise we can’t give any medicine by taking challenge.

Interviewer: Ok. Do you face any difficulties when you are selling medicines yet?

Respondent: No, not yet. By the grace of Allah I don’t face any difficulties.

Interviewer: You haven’t faced any problem yet but do you ever face like you are confused can you give antibiotic or not like this?

Respondent: No. when patient comes to me I can understand is this patient need antibiotic or not. So I give what they need according to the condition.

Interviewer: Ok

Respondent: Usually I give Paracetamol or others medicines as a primary treatment. However, I give antibiotic that needs according to their condition. I give antibiotic to child and adult whom it seems they need. During severe cold or fever I give one Ciprocin tablet and it must be worked.

Interviewer: In which stages patient comes to you?

Respondent: All types of patient come to me.

Interviewer: No, in which stages patient comes to you? For purchasing medicines or suppose in which stages of the fever?

Respondent: Yes they come to me for fever.

Interviewer: what you said, in which stages of fever or diarrheal patient comes to you to purchase medicines?

Respondent: Suppose in the village one person become sick with fever in a house and that patient comes to me and said, brother please check my fever, how much the temperature and I measure the temperature by thermometer.

Interviewer: hmm

Respondent: After measure the temperature I give treatment quickly. For fever I give fever treatment.

Interviewer: I mean for how much temperature or how many days later they come to you? Or in which stages they come to you?

Respondent: When they have high fever them they come at the first day or …

Interviewer: High fever means, usually how much it would be?

Respondent: One hundred one or one hundred degree. Usually an adult person’s temperature would be ninety-eight and in rural area normally people comes here at the first day of the fever, some patients comes here 2nd day of the fever and it is actually depends on their interest.

Interviewer: Ok. Do they take any medicines before coming here?

Respondent: Some of them take and some of them don’t take medicines. Who comes to me I don’t give any powerful medicines.

Interviewer: Hmm

Respondent: I asked him at first how many days ago you have fever. Do you take medicines? Then some of them answered me that they took Paracetamol but it didn’t work so that I came to you. Who didn’t cure after taking medicines then they went to the hospital.

Interviewer: Hmm, who come to you for fever are they again go to the hospital?

Respondent: For fever no, from my 17 years experiences I can’t recall any of them I refer to the hospital yet.

Interviewer: Well, that means after taking your medicines they become cured.

Respondent: They become cure. Again I see that someone take seven days or five days medicines but can’t cure then I send that patient and tell you have to blood test for fever and see that result this fever is now in which stages. I can’t recall I have ever sent any of patients but sometimes I have to do this. In 17 years maybe I found 2 or 3 patients like that.

Interviewer: When patient come to you for purchasing antibiotics or you give them during that time do you give any advice? I mean, I come to you for purchasing antibiotics and I am your patient and you give me an antibiotic?

Respondent: Of course they have prescription, doctor’s prescription. On that prescription it’s already written then I said them ‘doctor said you have to take this medicines for 5 days’. Five or seven days it is I told them you have to take according to instructions. Without prescription any patients are not coming for purchasing antibiotics.

Interviewer: Hmm

Respondent: They come with a prescription and I give them according to the doctor’s prescription.

Interviewer: During that time do you give any advice?

Respondent: Advices, it’s already written on the prescription.

Interviewer: yes?

Respondent: I can’t give any advice over that doctor’s prescription.

Interviewer: Don’t you give any other advice?

Respondent: I don’t think they need any other advices because doctor already written on the prescription. It is not right think I give advices over their prescription.

Interviewer: hmm

Respondent: When a professor or an MBBS doctor writes from the hospital or clinic, you tell me is it alright I give any advices over their prescriptions?

Interviewer: Hmm, that means you don’t give any other advices?

Respondent: No, they don’t need. If I see, sometimes I said them you have to complete your course according to the prescription and you must need to follow the doctor’s instructions.

Interviewer: Hmm

Respondent: That’s all, except that I don’t say any.

Interviewer: Suppose one patient comes to you who can’t read the prescription then what you do?

Respondent: Hmm, that types of patients also who can’t read the prescriptions.

Interviewer: Because this is a rural area, then what you do?

Respondent: After that they come to me with that prescription and I read for them what was written on the prescription. I told them, this is for 5 days and this is for 7 days like that. Now purchase and take medicine according to this instruction. If I don’t have those medicine then I bring those from another shop and purchase from them.

Interviewer: Ok. You show them which ones are how many days, like this?

Respondent: Showing them medicine strip and telling them how to take those or just cut. I cut twice which one is twice daily or just draw two lines and tell them about those cuts and lines.

Interviewer: Well where do you cut or draw lines?

Respondent: Between the medicine (on the strip)…they actually the meaning of those cuts.

Interviewer: hmm, they understand that.

Respondent: they understand because if I write again they even don’t understand that.

Interviewer: Yes, because they don’t know how to read.

Respondent: they would not understand.

Interviewer: Except this does you give any other advices? Suppose you see doctor gives them antibiotics and they can’t read and don’t understand that but you are selling and you know at that time do you tell about antibiotics separately?

Respondent: No, I don’t say any. I don’t say because there is nothing to say.

Interviewer: Yes?

Respondent: Nothing to do because that is not in my control.

Interviewer: Yes?

Respondent: I am just a drug seller and sometimes I give them primary treatment.

Interviewer: Yes.

Respondent: Because they get decision from hospital there is no chance for me to tell or give advice.

Interviewer: No you only read for them.

Respondent: Yes.

Interviewer: This is the antibiotic. You don’t say specifically this is the antibiotic?

Respondent: I don’t say this is antibiotic but they should be told that this is antibiotic or this is Paracetamol or it is Vitamin or Calcium tablet.

Interviewer: I want to know what do you tell them.

Respondent: That should be told them. It is your antibiotic capsule or it is for gastric or it is Vitamin or it is Paracetamol. I told them this then I said them about the dose how they take those.

Interviewer: But have you told them or do they want to know?

Respondent: They don’t ask. You said before the entire customer can’t read the prescription. They go to the hospital or clinic and doctor writes medicine on the prescription and they come to me and asked please see what medicines doctor writes and give me those.

Interviewer: Yes?

Respondent: After looking I give them those medicines, and then told them this is for your this symptoms, this is an antibiotic medicines or this is Paracetamol and this is Vitamin.

Interviewer: yes?

Respondent: You maybe have gas problem so that doctor gives you gastric medicines and you have to take this once daily.

Interviewer: Hmm

Respondent: Some of the patient asked, why doctor writes it? What is the reason? Then I have to describe them why doctor gives those medicines.

Interviewer: Do you give advice depends on older or child or women?

Respondent: Of course.

Interviewer: You describe them those, is it?

Respondent: Of course, I describe them differently because it is totally different between child and older person’s instructions. You must observe that it is also different between older person and adult person.

Interviewer: To whom you describe for a child?

Respondent: It is not possible for a child come alone here.

Interviewer: Hmm, for older person?

Respondent: I told those guardians who come with them. For older person I told them if he come to come singly.

Interviewer: Ok. You said you give Azithromicin group for primary treatment so here I want to know which group of antibiotics do you give mostly?

Respondent: I give all medicines. For primary treatment I give Azithromicin and Amoxicillin.

Interviewer: Ok, Azithromicine and Amoxicillin. Which one do you like most to give a patient?

Respondent: Both of those medicines are good.

Interviewer: Hmm

Respondent: Azithromicin is worked very well which is from good company. There have many companies but between them renowned companies medicine worked very well and quality also very good and Amoxicillin also very good medicine.

Interviewer: hmm

Respondent: Both medicines are very good. It is not necessary to give antibiotic who suffering with normal cold-fever.

Interviewer: Hmm

Respondent: And who can’t breathe at all and needs to give gas on that condition as a primary treatment antibiotic medicine will work very well; in that condition Azithromicin with other medicines will work.

Interviewer: In that condition which antibiotic generation you give at first?

Respondent: It has to give according to disease condition.

Interviewer: According to the disease condition?

Respondent: Yes, When patient comes to me at first I observe is this condition is complicated or normal then I give.

Interviewer: Well, could you describe me giving an example then I can understand clearly?

Respondent: Suppose one adult patient severe cold like cough with fever and he suffering with cough almost 3 to 5 days more and I also don’t know if he take medicines from another places or may be took medicines but those would not work, I patient come to me just like that and he suffering with severe cold, cough and fever from two or three or five days; maybe I asked that patient if he took any medicines before coming here and that time he maybe said, he took or not. For that patient I give him Zmax capsule with Paracetamol group and Montilukast group according to disease condition.

Interviewer: Yes.

Respondent: After giving those medicines they become cure. I give treatment to child who becomes ill with severe cold-cough and fevers then I give him primary treatment like Paracetamol Syrup, Amoxicillin Group’s syrup and Ambrox group’s syrup. It will be work.

Interviewer: Suppose it would not be cure then what you do?

Respondent: After giving first treatment if it would not be cure then I told them to go to Pediatrician who they find at Hospital or Clinic.

Interviewer: Where that would be?

Respondent: At Mirzapur.

Interviewer: Mirzapur?

Respondent: At Mirzapur, there has Kumudini Hospital. Except this there have many good clinic and also Pediatricians and told them to do test at first at there; because my treatment would not help to cure. I don’t keep them to me so that I refer them to the Hospital or clinics. Then those doctors give them prescription and I will give those prescribe medicines.

Interviewer: After many days later I come to you to continue our discussion. We are many discussing that is antibiotic’s market price. Do you think the price of antibiotic is affordable for general people?

Respondent: You know antibiotics have different types, such as- I have one tablet’s price is 150 taka. We have many people in this village they can’t purchase medicine with 150 taka; it is totally unable for them to purchase but for illness they have to take this medicine. But it is hard for them. However, we have to sale according to MRP price of those antibiotics, higher antibiotics and powerful antibiotics.

Interviewer: Hmm

Respondent: On the other hand, we see we have to give those group’s medicines which doctor prescribe whatever the price of those medicines because other medicines may not be worked on patient body.

Interviewer: Hmm.

Respondent: Like that we have to give 10 taka, 20 taka, 50 taka or 150 taka’s medicines.

Interviewer: But it is their affordable?

Respondent: It is hard for many of them.

Interviewer: Even though they purchase?

Respondent: Of course, they have to purchase because doctor already prescribed it. They purchase medicines because they have to.

Interviewer: That time are they purchase full course or how they purchase?

Respondent: Many of them purchase full course (seven days or fourteen days) what doctor’s write on the prescription and some of them purchase half of the course and purchase other half later.

Interviewer: They purchase half?

Respondent: Maximum don’t purchase full course. They purchase some of the medicines and some of keep due and they come back to purchase remaining after completing previous.

Interviewer: Do they miss some between these times?

Respondent: If they don’t have enough money then they miss and if they get money between the times then they don’t miss and take medicines regularly.

Interviewer: Well then what they do most of the time?

Respondent: Maximum they don’t miss. Suddenly they miss some medicines but it seems they get well actually and may be they miss some medicine not more. They think that doctor writes three or seven days but I am cure after taking five days medicines and now I have slide illness and it will be cured without taking medicines.

Interviewer: Well what we are talking about people is purchasing antibiotic medicine sometimes it maybe half or maybe full course but is they benefited with what they spending money?

Respondent: They get benefit. After taking medicines according to the prescription and if patient become cure then they get benefit and they get well like this.

Interviewer: Well. Are they actually taken those medicines which they purchase from you? Do you ever check with patient later when they come to you?

Respondent: We actually check with 80 to 90% patients they have taken medicine and after taking medicine patient become cure and if they cure they must take full course. And you want to know another matter that after taking antibiotics are patient become cure?

Interviewer: Yes?

Respondent: Of course they cure because doctor writes medicines after doing some tests and after taking those antibiotics they become cure so that they get benefit, isn’t it?

Interviewer: Yes.

Respondent: They are benefited.

Interviewer: Well, when you give antibiotics (verbally prescribe) do you prioritize antibiotics more than other medicines?

Respondent: At first when a patient comes to me I give treatment according to the patient’s conditions. When I see patient suffering with severe fever or cold, according to his condition I give treatment. After that as a primary treatment I give Amoxicillin or Azithromicin or Ciprofloxacin. If patient can’t become cure with those then I refer him to the hospitals or clinics. Here I only focused why patient come to me and with what types of problems. After looking his condition I give primary treatment.

Interviewer: Well that means you prioritize the conditions of the patient.

Respondent: Yes, disease condition is prioritized.

Interviewer: According to those you give medicines?

Respondent: I give Amoxicillin who come with normal cold. Patient has fever with blood dysentery I give Ciprofloxacin or Azithromicin. That mean I give medicines according to the patients conditions not thinking medicines.

Interviewer: Well then what are the differences between antibiotics and other medicines?

Respondent: Normal medicines?

Interviewer: Normal medicine and antibiotic medicine, what is the difference between these two medicines?

Respondent: Normal medicines mean we know the Paracetamol. For normal cold which occurs for changing seasons, in that conditions we can treat that with Paracetamol. But difference…difference from antibiotic…when patient suffering with high fever and if normal medicine like Paracetamol would not cure that then we have to use antibiotic medicine. In that case, I give antibiotic medicines.

Interviewer: Differences is according to you, for normal illness you give normal medicines.

Respondent: For normal illness it could be normal medicines and according to the condition it could be the powerful medicines or antibiotic medicine. This is the difference.

Interviewer: Yes. Well when people want antibiotics medicines without prescription then what do you do?

Respondent: When they want antibiotics without prescription then I asked them what their problem is. Why you want to take this? Then they maybe said I get cold. Then I said them for cold you don’t need antibiotic. I don’t always give antibiotic medicine without prescription. At first I see are they really needing antibiotic or not? If I see they actually need then I give them. And if they have prescription then I give without asking any questions and give medicines according to the prescription.

Interviewer: That means when patient comes without a prescription then you want to know at first.

Respondent: Yes, what is the problem? Why they need this antibiotic? I give them. Why I don’t give but at first I want to know the problem. When one delivery patient comes to me after delivery she has pain in this belly. She wants some tablets for pain I don’t give because after that if she bleeding more so I need to ask. I want to know these for giving primary treatment.

Interviewer: Well you do like that but they may have to go far from here?

Respondent: they have to go far from here, which is right.

Interviewer: Well, now we will talk about risks; risk of using antibiotics. Here, I want to know are antibiotics effective?

Respondent: Effectiveness of antibiotics means it is effective for disease prevention; actually the meaning of antibiotic is the power of disease preventive. There have many types of diseases. I told you a while ago when patient come to me with severe cough or breathing difficulties then I give Zmax (Azithromicin) with that I give another group of medicine Salbutamol group. Except this there have Montelukast group. With these medicines patient become cure gradually. So now we can say antibiotic of course effective for primary treatment.

Interviewer: Those will effective for fever or cold?

Respondent: yes.

Interviewer: Then what types of antibiotic groups would be more effective can you tell me from your long time experiences?

Respondent: From my drug… (Deal with customer)

Interviewer: What we are talking, which group of medicines would be more effective?

Respondent: Which group of medicine?

Interviewer: Yes. Tell me from your long time experiences.

Respondent: I said a while ago, when patient come to me---Amoxicillin group of medicine are good when it is manufactured by good company. Cefradine group also effective and it should be good company’s medicines because many companies manufactured this medicine. Different companies have different name. Amoxicillin, Cefradine, Ciprofloxacin and Azithromicin all are effective. There have high powered antibiotics but I don’t give those. Those would be written by the doctor. This Amoxicillin, Ciprofloxacin and Azithromicin are good according to my opinion.

Interviewer: Well could you tell me about the side effect of antibiotics?

Respondent: There have some people who have allergy and fever after taking Ketoconazole and Sulfathiazole sodium. Maybe sometimes body swell or mouth blow etc. Again many people feel vomit or feel dizziness and many other problems after taking Ciproffloxacin.

Interviewer: So how to handle this?

Respondent: Many patient reports this allergy then maybe we stopped those medicines. If it is complex then we refer them to the hospital. But I know this is not become so complicated. Problems means maybe patient suffer with allergy, feel vomit. After stopping medicine it would be normal after one week. There is no need another medicine.

Interviewer: Well, do you hear about antibiotic resistance?

Respondent: Resistance?

Interviewer: There have a term which is called antibiotic resistance do you heard about this?

Respondent: No, I don’t have any idea about this.

Interviewer: You don’t have any idea. Well, when patient doesn’t maintain the doses of antibiotic then do they face any problems? I mean the instruction for taking antibiotics, if they don’t follow those then what would be happened?

Respondent: Of course it would be problem.

Interviewer: Suppose one patient is taking antibiotics and during that time he/she missed between the times for some reason then does he face any problems?

Respondent: Many of them face problem.

Interviewer: Ok, what types of problems it would be?

Respondent: What types of problem? Now what types of medicine he is taking…

Interviewer: Suppose for fever, high fever.

Respondent: Now for high fever patient is taking antibiotic medicines and the instruction is it should have to take three times daily after eight hours interval. Three multiply eight means 24 and patient have to take three times daily and the instruction is patient have to take 7 days. But after 5 days later temperature become normal and doesn’t continue the medicine after that. So, patient doesn’t complete remaining two days medicines and after one week later patient again suffer with that fever because fever had not cure from inside the body. Then suddenly fever becomes very high. Or maybe after not completing the full course like take only 3 days and remaining 2 days doesn’t take medicines then disease back again.

Interviewer: Ok. Then how would you handle this for next?

Respondent: It would be solved after consulting with doctor again. Like- I missed one day medicine before. Then doctor maybe give those medicines again or maybe changed those medicines.

Interviewer: Ok, that is the instruction from doctor.

Respondent: Yes.

Interviewer: Again patient are coming here and purchasing or you are giving them antibiotic medicines. Here, I want to know the challenges of taking antibiotics?

Respondent: We have to tell them this is for 7 days capsule or 14 days. This is actually depends on the diseases. So that, we have to tell them doctor writes this medicine for this disease for 7 days or 14 days. But it would not be worked if you will miss one day and after sometimes later this disease would be increased or it would become problem. So you have to take 14 days.

Interviewer: When you have to tell this?

Respondent: At first when they come to us with prescription. If I see patient taking antibiotic medicine Zmax but for money shortage he only purchases three medicines and he keeps three remain. Then I told him you have to take the remaining medicine. If you don’t complete the course then this disease would not be cure fully. So you have to take the remaining three medicines next time. Next time means, after taking these three you must have to come and take the remaining three and you can’t miss one of them. When they come to take medicines then we have to instruct them clearly.

Interviewer: Then now we can talk about policy related issues. Do you know about any regulatory body to monitor the use of medicine in general or antibiotic?

Respondent: Of course have.

Interviewer: I want to know about that?

Respondent: We have a regulatory body for observing medicines and they come from Tangail. He comes here many times. He checked all the drug shops of this area. He checked actually if we have any expired medicines or any prohibited medicines.

Interviewer: Well what is the name of that organization?

Respondent: I don’t know the name. I only know that he comes from the Tangail, he is a drug super and he changed by the time.

Interviewer: Ok. Which organization? Is that government?

Respondent: Government.

Interviewer: Then what is the name of that organization?

Respondent: I don’t know the name actually can’t recall the name.

Interviewer: OK. Then is there any government policy for controlling this?

Respondent: He is from government. He is a drug super from drug office.

Interviewer: How many days interval they come here?

Respondent: They come here 3 or 4 or 5 months for observing.

Interviewer: Well then do you think, do you need any policy for selling antibiotic?

Respondent: For selling antibiotic we need policy.

Interviewer: What do you think why it’s need?

Respondent: There have some policy. Like we can’t sale antibiotic always and there must have a policy, actually there should be.

Interviewer: Why needs this policy?

Respondent: Of course we need policy.

Interviewer: Why do you think?

Respondent: After taking antibiotic one person become fall in accident or without any reason someone prescribe antibiotics. So, without necessity one person can use antibiotic and that will be harmful for a person, isn’t it?

Interviewer: Hmm

Respondent: So that there must have a policy for using antibiotics.

Interviewer: Then there have some practitioner who unnecessarily gives antibiotics? What do you think?

Respondent: That’s why I said they unnecessarily give antibiotics. For normal cold and cough they give higher antibiotic but actually that patient doesn’t need higher antibiotic and he becomes cure after taking Paracetamol. Why he gives antibiotic for this reason we need a policy.

Interviewer: Needs?

Respondent: of course we need.

Interviewer: Well sometimes do you think antibiotic may prescribe for the financial benefit of provider rather than the interest of the patient?

Respondent: For me---I don’t think an MBBS doctor can do that. I don’t think they think like that and I don’t find any case like that yet.

Interviewer: You don’t get?

Respondent: No.

Interviewer: Well, do you know about consumer rights? What do you know about this?

Respondent: What consumer?

Interviewer: Consumer rights?

Respondent: Yes.

Interviewer: It is like customer’s rights, do you about this?

Respondent: No, I don’t know about this. I only know there have some rights for consumer but I don’t know details about this.

Interviewer: You don’t know about this. But you said you heard it. Do you hear details about this? Where it is used actually?

Respondent: No, I don’t know this.

Interviewer: You don’t know about this but only heard there have a policy like this.

Respondent: Just heard.

Interviewer: Well then is there any measure that should be taken for appropriate antibiotic prescription? I want to know your opinion? ---(deal with customer)---Ok. Do I need to ask again?

Respondent: Please say.

Interviewer: Well, sometimes patients don’t complete the antibiotic course and they only take half course and sometimes they don’t follow the instruction correctly. For taking antibiotic correctly how can doctor writes advice on the prescription? I want to know your opinion?

Respondent: My opinion, I understand this when patient suffering with fever, cold, coughs for a long time then there is no way to give antibiotic for curing from illness. Then we have to say him details like- this is Amoxicillin or Azithromicin or Ciprofluxacin tablets you have to take this 7 days or 5 days or 3 days and without this medicine you would not be cured. We have to tell them face to face verbally and this medicine would not be worked without taking 7 days.

Interviewer: Have to say verbally?

Respondent: Have to say verbally and I always tell.

Interviewer: Writing on the prescription?

Respondent: They actually understand after telling verbally. There is no need to write it on prescription because on prescription they write 7 days medicine to take. That’s all written on the prescription like for 5 days.

Interviewer: Ok. Now I want to know, there have many drug companies and some of them come to you. Are they having any influence on patients to use antibiotics?

Respondent: No

Interviewer: On patient?

Respondent: No, they don’t have.

Interviewer: Ok, Can they do?

Respondent: I don’t know this; it is out of my ideas. Any company people can actually influence any patient for taking antibiotics---I think they can’t or this is out of my idea.

Interviewer: Any people of companies can they actually do it?

Respondent: These peoples…I don’t know.

Interviewer: Hmm. Then this area’s people where they usually go for purchasing antibiotic? Do they go to the government instructions or private institutions like drug shop?

Respondent: They go all places more or less.

Interviewer: Do they go to government institutions?

Respondent: Government institutions means Grameen Kallayan office and village health care centre. They go to there. They can get antibiotics for cold-cough.

Interviewer: They can get antibiotics from there?

Respondent: Maybe normal antibiotics can get from there. I don’t have a good knowledge about this matter. However, they can get some from village level health care centre and they go to them. Many of them come to the pharmacy rather than going to there.

Interviewer: Well which would be most happen?

Respondent: They can get antibiotics more at pharmacy.

Interviewer: At pharmacy?

Respondent: Yes, maximum people come to the pharmacy and they can get more at pharmacy.

Interviewer: Why they come here most?

Respondent: Here they can find it. In Bangladesh about 70 or 80% of medicines are sold from pharmacies.

Interviewer: Yes.

Respondent: And the remaining 20% can get from other institutions. 70/80% people come to the drug shop to get medicines. They have an idea that they will get medicines from these pharmacies so that they come here.

Interviewer: Yes. Then in your shop do you have any animal drug for domestic animals?

Respondent: No, I don’t keep animal drug in my shop.

Interviewer: Ok. I want to know another matter, about network? In which network you get your medicines of this drug shop? Where do you get these medicines?

Respondent: I get medicines from drug company’s people who are doing job at drug companies. They come here and take my orders and they will give those. Again there have some retailer at Mirzapur we can purchase from there and I go there and purchase some medicines from there.

Interviewer: Ok. Where they get those medicines? Company peoples, where they get medicines?

Respondent: They also purchase from drug companies people. Company people who servicing those companies they get order and delivery those to us.

Interviewer: those medical representatives?

Respondent: Yes. We get from them.

Interviewer: Where they get medicines?

Respondent: I don’t know that; they can get from factory or go down maybe.

Interviewer: Ok. You get your medicines from this process. Where do you sale these medicines? To whom?

Respondent: Patients get this.

Interviewer: Patient.

Respondent: Such as- I have order today from Square Company and that drug I will get next Sunday. After getting those drugs I’ll sale those to the patients who are come from this area.

Interviewer: Well which types of customers you get here?

Respondent: All types of customers come to me.

Interviewer: Could you tell me details? According to men or women?

Respondent: All types it is staring with child to older person, young come here for cold, cough fever for all. According to my capacity I give treatment to them. If that is out of my capacity I refer them to the hospital or clinics.

Interviewer: Are women coming here for purchasing medicines?

Respondent: Of course they come.

Interviewer: What would be the percentages?

Respondent: Almost equal.

Interviewer: With men?

Respondent: It would be equal because many of this area’s male persons are go to abroad.

Interviewer: Ok. Yes I see many of them like this at village.

Respondent: Almost 60 to 70% people went to abroad and their wives who stay at home what they will do? They have to come for children’s fever. Actually they have to come forcefully to drug shop or hospital or clinic.

Interviewer: Yes. I want to know another matter; I want to know about your shop’s medicines specially antibiotics. Could you tell me the name of antibiotics?

Respondent: What?

Interviewer: Name, the name of your drug shop’s antibiotics. I want to write it here.

Respondent: Ok, you can continue—