Name of the study area: Rural

Data Type: IDI with qualified seller/prescriber

Length of the interview/discussion: 42 min.21 sec.

ID: IDI\_AMR203\_SLM\_UnQ\_Bo\_R\_11 Oct 17

**Demographic Information:**

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Gender | Age | Education | Seller/prescriber | Category | Year of service | Ethnicity | Remarks |
| Male | 45 | BA | Unqualified seller/prescriber | Human | 22 Years | Bengali |  |

**Interviewer:** Assalamualaikum. I work in icddrb, Dhaka cholera hospital. We are doing a research work where we are trying to understand what do the human being, animals and birds which are domestically reared in the houses do, when they become sick? Where do they go for treatment and advices? And do they buy any antibiotic for these types of illness? We also want to know from those who are shop owners or who are giving health services, when they sell or provide antibiotic then how do they sell antibiotic or give advice for taking antibiotic? Whatever information you will give us, all will be preserved confidentially in Mohakhali cholera hospital. And these will be used only for research purpose. Well, are you well, brother?

**Respondent:** I am well with the blessings of Allah.

**Interviewer:** You are well, isn’t it? Well, Alhamdulillah. So, brother at first, the thing which I want to know that is, would you please tell a little about this medicine shop and about your profession in detail? For how many days you are doing business in this medicine shop? For how many days you are in this profession?

**Respondent:** I am in this profession for twenty two years.

**Interviewer:** Well, well. Besides this, what about this medicine shop?

**Respondent:** This medicine shop is running its business for twenty two years.

**Interviewer:** This medicine shop is running its business for twenty two years, isn’t it?

**Respondent:** Yes.

**Interviewer:** This medicine shop is running its business for twenty two years. Well, well. Then it is quite a long period. So, normally which types of customers come to your shop? Different types of patients come here with their minor problems, isn’t it?

**Respondent:** Minor problem?

**Interviewer:** Yes, means you deal with what types of patients? Means, who come to your shop? Who are the patients?

**Respondent:** Normally the people who have fever, cold and cough, they come here.

**Interviewer:** Well.

**Respondent:** Normally we meet with them again and again.

**Interviewer:** Besides this, what other type of patients come? Means, does anybody come with his cutting injury or is there any case of accident which you attend or is there anything else?

**Respondent:** Some people come with their cutting injury. But we don’t give any treatment to them. We send them to modernized hospital.

**Interviewer:** You refer them. Means you send them to modernized hospital. Okay, okay. So, you have told, some people come with their general diseases, such as, fever, cold and cough. Besides this, does anybody come with any other disease?

**Respondent:** No, no. Nobody comes except those people.

**Interviewer:** Then brother, what types of medicines are there in your shop? Suppose, there is general medicine, there is antibiotic. What types of medicines are there like these?

**Respondent:** There is ciprocin among antibiotics. Normally I keep ciprocin. Besides this, I keep napa tablet, phenergon tablet for cold and fever. Normally I keep these.

**Interviewer:** You have told that you keep these for fever and cold. Is there another type of medicine except these?

**Respondent:** There are different types of vitamin B-complex, there is multi vitamin plus. We keep these types of medicines.

**Interviewer:** Well, well. I have understood. So, the thing is …. (a woman was telling, ‘ my son, would you please give me the goods, I am in a hurry.) Which we were discussing, means you have told that there are some medicines for cold and fever, and some different vitamin items and one or two antibiotics. What other medicines are there except these? Except those which you have told. I can see, there are some medicines on the row beside, such as, antacid, some saline products, isn’t it?

**Respondent:** There is oral saline. Then there is seclo, which is used on gastric. We sell these medicines.

**Interviewer:** Well, well.

**Respondent:** We keep calcium tablets. We keep omeprazole. We keep renitid for gastric.

**Interviewer:** Are these general medicines or these are antibiotics?

**Respondent:** These are general medicines. These are not antibiotics.

**Interviewer:** Then, how many antibiotics are there that you have told? What are these?

**Respondent:** Ciprocin.

**Interviewer:** One is ciprocin. Is there any other thing except this, from another group or something like this?

**Respondent:** No, there are no yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) except these.

**Interviewer:** Okay, okay. All right. Now, the thing which I want to know, do you have any experience for prescribing antibiotic in the prescription? Means, did you ever prescribe antibiotic in the prescription?

**Respondent:** I don’t prescribe antibiotic in the prescription.

**Interviewer:** Why don’t you prescribe antibiotic, brother?

**Respondent:** Normally I don’t prescribe antibiotic. If there is any big type of yea (Expression used when an appropriate word is not forthcoming or is not proper to utter), then we send them to other places.

**Interviewer:** Means, if any patient comes, then do you give him prescription or you tell him verbally?

**Respondent:** No, I give him normal medicine.

**Interviewer:** Yes, do you give this in writing or you tell this verbally?

**Respondent:** Yes, when I give this in writing, then I give some medicines.

**Interviewer:** Means, when you give him any antibiotic, then do you give him written? Suppose, such and such is the name of antibiotic, how he will take this. Suppose, you have decided to give ciprocin to someone. When you give that medicine, then do you write the name of that antibiotic on a prescription or on a paper along with the advice as regards how he will take this medicine?

**Respondent:** No, we don’t write anything on the prescription. We only tell this verbally.

**Interviewer:** You tell this verbally. Means, he might forget anytime or he might make mistake. For this reason, what do you do?

**Respondent:** Normally we give sign on the cover of that medicine and then give the medicine.

**Interviewer:** How do you give the sign?

**Respondent:** Such as, one dosage is to be taken in the morning and one dosage is to be taken in the afternoon.

**Interviewer:** So, how do you do this on the cover? With what you give that sign? Is the sign given by pen?

**Respondent:** We write on the cover and give that medicine. (5 minute)

**Interviewer:** You write on the cover and give that medicine. Okay, okay. I have seen in a shop in the morning, the shopkeeper has given that medicine after cutting the strip with the scissor.

**Respondent:** Yes, sometimes those are to be given after cutting with the scissor.

**Interviewer:** You give also, isn’t it? Okay, okay. This is a nice thing, well. Now, the thing which I want to know is, what do you think, whether the use of antibiotic is increasing or decreasing at the moment? What do you think? Would you please tell elaborately about this matter? Means, whether the use of antibiotic is increasing or decreasing day by day?

**Respondent:** I think that the use of antibiotic has been increasing day by day.

**Interviewer:** Yes. Means, why is this increasing?

**Respondent:** Now a days, the yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) of diseases are more. Antibiotic is used in most of the cases. And without antibiotic nothing is cured.

**Interviewer:** Isn’t the disease cured?

**Respondent:** Yes.

**Interviewer:** Okay, okay. That’s why, the use of antibiotic has been increasing.

**Respondent:** Yes.

**Interviewer:** The patients who come to you, in most of the cases, do you give them general medicine or you give them antibiotic?

**Respondent:** We give them general medicine.

**Interviewer:** Well, normally you prescribe which types of antibiotic? Well, definitely we will come to this topic later on. The thing which I was telling that is, do you think that there is any type of problem or challenge or any type of anxiety, when you prescribe any antibiotic in the prescription or when you sell any antibiotic? What do you think? Means, was there any problem when you gave any antibiotic? Whether the antibiotic which you are going to prescribe, it is proper or not? Whether you are giving proper antibiotic or not? Whether you have chosen proper antibiotic or not? Since you have almost twenty to twenty two years of experience in this profession.

**Respondent:** No. No yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) has happened in my hand.

**Interviewer:** Was there any problem?

**Respondent:** No.

**Interviewer:** Means, you are able to tell confidently that the patient might take such and such medicine.

**Respondent:** Yes, yes. I have never faced any problem.

**Interviewer:** Means, sometime when we want to take any decision then there might have some problems. Such as, we suffer from indecision that whether we will give this one or that one or what should I do? Did you ever face this kind of problem?

**Respondent:** No, no, no.

**Interviewer:** You didn’t face this kind of problem. Well. When you provide or sell any antibiotic to your customer, do you tell them anything about its dosage or about how many days this will have to be taken or about its side effect or about its resistance? Do you give any direction to them? When you give antibiotic to a patient, then do you tell them, what will be its dosage or for how many days this will have to be taken?

**Respondent:** Yes, I tell them about the dosages.

**Interviewer:** You tell them, isn’t it?

**Respondent:** Yes, I tell them, such and such medicine will have to be taken for three days. Such and such medicine will have to be taken for five days. Such and such medicine will have to be taken for seven days. We tell them like this.

**Interviewer:** And you have told, you give sign to make them understand the dosages, isn’t it? Besides this, is there any other direction or something like this?

**Respondent:** No. there is no other direction.

**Interviewer:** Do you tell about its side effect? Suppose, such and such side effect can be seen if the medicine is taken.

**Respondent:** Sometimes it is seen that when some antibiotics are taken, then some rashes are seen on the lip or on tongue. At that moment we tell to stop taking that medicine.

**Interviewer:** Okay. Means, How do you understand that the patient has rash or boil due to fever? Suppose, the patient has taken medicine only today. So, how do you understand the patient has rash after taking the medicine?

**Respondent:** The patient comes again after taking the medicine.

**Interviewer:** Well, then what does he say after coming to you?

**Respondent:** They show those after coming. Then we tell to stop taking the medicine and advice him to observe the condition for one or two days. Even then, when we see that he is not getting well, at that moment, we send him to higher level. We send him to the hospital

**Interviewer:** Well, well. You tell not to take the medicine for one or two days. And usually the condition is observed for one or two days, but if he is not cured?

**Respondent:** Normally we observe the condition for one or two days, so that what type of condition might happen.

**Interviewer:** Well. The thing which I try to know that is, how do you take the decision of your own whether you will give antibiotic or general medicine to a particular patient, when any patient comes to you? How do you take this decision, whether you will give general medicine or antibiotic?

**Respondent:** I have told you earlier that we don’t give antibiotic at primary stage. Firstly we give general medicine, but we don’t give antibiotic. Sometimes we give antibiotic.

**Interviewer:** Okay. Means, when do you prefer to give antibiotic?

**Respondent:** When we see that fever of a patient is not cured within three or five days, then maybe we give treatment with antibiotic. Such as, there is zimax, there is ciprocin.

**Interviewer:** Well, well. For how many days you tell to apply that.

**Respondent:** Ciprocin is given for either five days or seven days.

**Interviewer:** Well, five days or seven days. Means, after applying the medicine, is the disease cured? Do you get this type of message that the patient has become well?

**Respondent:** Yes. There are many who have told, they have become well.

**Interviewer:** Is the disease cured in most of the cases? Do some of the people come again among those people? Means, what happens to the patient after taking antibiotic?

**Respondent:** Most of them get cured. Again it is seen that some patients are not cured among them.

**Interviewer:** So those patients who are not cured, in case of them, when they come to you again, then what type of initiative is taken by you later on? Suppose, someone has come to you and told that ‘brother, you have given such and such medicine, but I am not getting well.’

**Respondent:** Then I change the medicine. Such as, there is zimax which belongs to azithromycin group. I give this.

**Interviewer:** Well, now which I want to know that is, do you think that the market price of antibiotic is within the buying capacity of general people? Means, do the customers or the consumers get that much benefit which they spend for buying medicine? Means, whether the price of antibiotic is more or less compared to general medicine? (10:00 minute)

After 10:00 minute

**Respondent:** It is slightly more.

**Interviewer:** It is slightly more. Then those who spend more for buying the medicine, don’t they have expectation? Definitely they think that they will become well after taking that medicine, because this medicine is a powerful or expensive medicine. But the person who has spent more money for buying the medicine and has taken that medicine, after taking that medicine, does he get that much benefit? Means, whether he becomes well or not? What do you think? What is your opinion? (he keeps quiet for a while) Have you understood these things? Means, isn’t the medicine expensive?

**Respondent:** Yes.

**Interviewer:** Suppose, he has bought the medicine with more price and he has taken that medicine. Why he has bought this type of expensive medicine? Because, he is suffering from the disease for many days, but he is not becoming well after taking general medicine. That’s why, he thinks that he will become well if he takes expensive medicine. Now, does he get that much benefit by spending that much money for buying the medicine? Means, whether he has become well quickly or not? What do you think regarding this matter? Does he get that much benefit or not?

**Respondent:** He gets benefit.

**Interviewer:** He gets benefit. Does he get benefit in most of the cases or he gets benefit sometimes?

**Respondent:** Sometimes he gets benefit.

**Interviewer:** Why? Don’t the people become well after taking antibiotic? Doesn’t each and every patient become well who is taking antibiotic?

**Respondent:** Yes, if higher level of antibiotic is given to him then he will become well.

**Interviewer:** Higher level of antibiotic?

**Respondent:** Yes.

**Interviewer:** What is meant by higher level of antibiotic?

**Respondent:** Such as, azithromycin.

**Interviewer:** Azithromycin?

**Respondent:** Yes, yes.

**Interviewer:** What are those which belong to azithromycin group?

**Respondent:** Yes.

**Interviewer:** Actually there is a topic for discussion on this issue later on. There is first generation. There is second generation. There is third generation. Azithromycin belongs to which generation?

**Respondent:** Basically we give next item. If he has already taken ciprocin, then we give next item.

**Interviewer:** Next item, means azithromycin that you are telling?

**Respondent:** Azithromycin.

**Interviewer:** Well. Normally how do the people buy and take antibiotic? Do they buy full course of those antibiotics or they buy a little quantity?

**Respondent:** They buy a little quantity from our place.

**Interviewer:** Why do they buy a little quantity?

**Respondent:** The people who live in this village, they don’t have that much buying capacity. That’s why, they buy a little quantity.

**Interviewer:** Suppose, today you have given antibiotic for five days to someone. How much does he take among the full course which is given to him?

**Respondent:** Firstly he takes the dosages for two to three days from among the full course. Later on he comes again.

**Interviewer:** Hmm. Suppose, if he becomes well within these two to three days, then does he come again?

**Respondent:** If he becomes well within these two to three days, then he does not come again.

**Interviewer:** He doesn’t come again. Ha, ha, ha. That means, he doesn’t complete the full course, as because he doesn’t come again, isn’t it?

**Respondent:** He doesn’t complete the full course.

**Interviewer:** If the patient doesn’t complete his full course, then will the patient have any problem?

**Respondent:** Problem might happen to the patient.

**Interviewer:** What type of problem might happen?

**Respondent:** Bacteria stay in it.

**Interviewer:** What might happen if bacteria stay in it?

**Respondent:** Maybe again the fever or (Brother, please come, please come.)

**Interviewer:** Again the fever?

**Respondent:** The fever might come again.

**Interviewer:** Okay, okay.

**Respondent:** Or the fever will come. Definitely the fever will come.

**Interviewer:** So in that case, do you give any direction to them? Do you say anything to them whether there is any possibility that the fever will come again?

**Respondent:** Yes, definitely I tell them, they will have to complete the full course. (Brother, please sit)

**Interviewer:** The course will have to be completed. Then, would you please put the light on? Light?

**Respondent:** Look, brother ……..

**Interviewer:** Then the thing which we were discussing that is, if a patient doesn’t complete his full course of antibiotic, then bacteria of that disease stay inside.

**Respondent:** Yes.

**Interviewer:** He will have what type of damage in future, if it stays inside?

**Respondent:** Again he will be attacked by the same disease in future.

**Interviewer:** Will it happen again?

**Respondent:** Yes.

**Interviewer:** If he is attacked by the same disease, then he will have to face what types of problem? Again he is ………

**Respondent:** Again he will have to start the dosages and he will have to complete the full course.

**Interviewer:** Will the full course have to be completed again?

**Respondent:** Yes.

**Interviewer:** Later on, when he comes again, then do you give him same medicine which he has taken earlier or you will give him another medicine?

**Respondent:** No, no, no. Then I shall give him same medicine which I have given earlier.

**Interviewer:** You will give him same medicine which you have given earlier. What he will do with the same medicine which he has taken earlier? If again he stops taking the medicine after taking the dosages for two to three days, then what will happen?

**Respondent:** We tell them these things, but they are not taking due to lack of money. There is lack of money in this village. That’s why, they do not take full course of antibiotic.

**Interviewer:** Do the maximum people don’t buy full course or there are few persons who don’t buy full course of antibiotic?

**Respondent:** Maximum people don’t buy full course of antibiotic. There are few persons who complete the full course.

**Interviewer:** Those who don’t take full course of antibiotic, do you give any advice to them? Do you tell them anything?

**Respondent:** Maybe they …… what type of advice I can give? They are very poor people.

**Interviewer:** Well. Then brother, as you don’t give any prescription, so you tell them verbally. Means, when you give antibiotic, then you give instruction verbally instead of prescribing prescription. In that case, do you give more priority on antibiotic rather than general medicine? Means, do you give antibiotic more or you give general medicine more?

**Respondent:** Mostly I give general medicine.

**Interviewer:** Why do you give general medicine more?

**Respondent:** There are many who don’t have money for buying antibiotic. The price of antibiotic is more rather than general medicine. Besides this, they don’t complete the full course also. For this reason, mostly we give general medicine.

**Interviewer:** Okay. Well, is there any difference between the antibiotics and other medicines? Means, is there any difference between the antibiotic and general medicine?

**Respondent:** There is no reaction if general medicine is taken. And there is reaction if antibiotic is taken. Besides this, the price of antibiotic is much more where the price of general medicine is less than that.

**Interviewer:** Excellent, means very nice. Besides this, what else is there, brother? Means you have told a nice yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). This is very nice what you have told. So, do the people ask for antibiotic without prescription? The patients who come to you, do they ask, ‘brother, give me such and such antibiotic’?

**Respondent:** There are two to four percent of the people who come to me for buying antibiotic. Those who are rest among those people, they don’t come to me for antibiotic.

**Interviewer:** Okay, okay. Means, those one or two persons who come and tell, ‘brother, please give me ciprocin or fimoxyl’? In that case, what do you do?

**Respondent:** Then we give those medicines.

**Interviewer:** At that moment, when they ask for medicine verbally, then do you give them medicine, or you want to see something? Or you tell, what type of medicine and how many I shall give?

**Respondent:** Yes, yes, yes. After listening to him, I ask him about the quantity of the medicine. Then I give those medicines. 15:46 minute

**Interviewer:** Means, how much medicine that he wants, you give those medicines. All right. So, don’t you prescribe antibiotic verbally? Suppose, you might tell, ‘I have given such and such medicine, please take this such and such way.’ Don’t you tell this?

**Respondent:** Yes, we say verbally like this.

**Interviewer:** So far I know, when an antibiotic is to be taken, then this has to take after a specific time gap. Actually I am not a doctor, so that I don’t know about after how much time and how this will have to be taken. Would you please give me information about how the course will have to be completed?

**Respondent:** We tell this when we give the medicine. Suppose, this will have to be taken twice within twenty four hours. One dosage will have to be taken in the morning and the other will have to be taken in the afternoon, this way.

**Interviewer:** If someone do not take this timely which is twice within twenty four hours, suppose, if he has forgotten to take the dosage one day or he has any other problem, then will he have any problem?

**Respondent:** Definitely he will have problem.

**Interviewer:** Means, what problem he will have, brother?

**Respondent:** Bacteria will stay inside his body.

**Interviewer:** Okay. Now the thing which I want to discuss that is risk factor. Do you think that antibiotic plays an effective role for preventing the disease? Means, when an antibiotic is taken, then does it play any effective role for preventing the disease? Suppose, if someone is suffering from fever or dangerous …..(17:50 minute could not be understood). You have given him antibiotic, such as, either ciprocin or azithromycin. When you are applying this antibiotic, then do you think that this will play an effective role for preventing that disease, means for curing the fever?

**Respondent:** When we give any medicine, then we think this thing.

**Interviewer:** You think this thing. Well, means by what method does it work? Suppose, he suffers from fever. If a person suffers from fever then you give which one.

**Respondent:** I give ciprocin.

**Interviewer:** After taking ciprocin, when it goes inside the body of the patient, then how does it work?

**Respondent:** If any patient takes ciprocin, then his fever will not exist anymore. And his body will become cold after remission the temperature.

**Interviewer:** When he takes the antibiotic with water and when it goes inside the body, then how does it work?

**Respondent:** Different antibiotic ……if there is any injury inside the body, then antibiotic cures it.

**Interviewer:** Well, antibiotic works on which types of diseases? Such as, you have told, this cures injury, this cures fever, etc. Antibiotic works on what other diseases? Against which diseases antibiotic works?

**Respondent:** Antibiotic works on cold, cough and sputum also.

**Interviewer:** And what else? Can you mention one or two more?

**Respondent:** Then, there is typhoid.

**Interviewer:** Excellent. And what else?

**Respondent:** Those who have fever for long period, then antibiotic works on it.

**Interviewer:** Are you able to tell one or two more? Antibiotic works against what other diseases? Well, brother, you have told me few names of antibiotic. Which group of antibiotic works properly within these?

**Respondent:** Azithromycin gives best result among antibiotics.

**Interviewer:** Why? Why does azithromycin give best result? You have told about azithromycin group, why does it give best result?

**Respondent:** Its quality is better.

**Interviewer:** By quality do you mean the quality of materials that exist inside the medicine?

**Respondent:** Yes.

**Interviewer:** Okay, okay. That is good, that’s why it works well. Is there any other reason for which it works well?

**Respondent:** What would be other reason?

**Interviewer:** Well, all right. So, don’t you hear the word resistance of antibiotic? Antibiotic has become resistant. Would you please tell elaborately, what do you understand by resistance of antibiotic? Don’t we say sometime, antibiotic has become resistant? Or antibiotic will become resistant. Actually what is resistance of antibiotic?

**Respondent:** Actually we also hear this word, resistance of antibiotic. We see that antibiotic damages a lot. We also give this consciously. We give antibiotic when prescription comes. But I don’t give antibiotic of my own. If someone wants two to four pieces of antibiotic, then we give that. We don’t give of our own, because this might cause damage.

**Interviewer:** No, actually I am telling, haven’t you heard the term resistance of antibiotic? Definitely you understand that antibiotic is a medicine. And resistance is a word. Actually, do you understand this thing, means what is the resistance of antibiotic? What happens if there is resistance of antibiotic? When a person takes antibiotic, then it becomes resistant in his body. Doctor tells, antibiotic has become resistant in your body. Antibiotic has become resistant, what does it mean? Means, what happens in his body?

**Respondent:** I don’t understand this thing.

**Interviewer:** Don’t you understand? Suppose, a doctor has given me an antibiotic because of such and such problem or because of cough and he has told, you please take this antibiotic. If I don’t take this antibiotic following the rules, then you have said earlier, bacteria or germs of the disease will stay inside the body. Suppose, later on, the disease has returned back after few days. So if I take medicine at that time, then will the medicine work in my body?

**Respondent**: No, that medicine will not work.

**Interviewer**: Later on if I again take that medicine then will it work?

**Respondent**: Then it will not work.

**Interviewer**: Why it will not work? If the medicine does not work then we tell, the medicine has become resistant. I am not a doctor and I also don’t understand this very well. Actually I want to know, if the medicine does not work inside the body, then what would happen.

**Respondent**: If it doesn’t work then that medicine might have to be changed. Otherwise I will send him to the upper level.

**Interviewer**: But if antibiotic becomes resistant and if that medicine does not work in the body, then the germ of that disease will remain inside the body. In that case what will happen to that germ? That patient will face what type of problem later on?

**Respondent**: Maybe the problem of that patient will increase more.

**Interviewer**: The problem will increase. Well, if the problem increases then what would be the consequence?

**Respondent**: Consequence means maybe he will not able to walk. He will not able to talk. He will not able to move. He will not able to have food.

**Interviewer**: In that case his life means it will be difficult for him to survive. All right, then as I have told about the resistance of antibiotic again and again. Have you ever heard this word from anywhere, brother?

**Respondent**: No, I didn’t hear it from anywhere.

**Interviewer**: Well, do you think that antibiotic should be taken in a right manner?

**Respondent**: Yes, it should be taken in a right manner.

**Interviewer**: In that case if you want to take antibiotic in a right manner then there are some challenges. Will you please tell, what are those challenges? Suppose you have given me an antibiotic. Now whether I will take that antibiotic by following the rule or not, that completely depends on me. In that case if I don’t take that medicine properly then that is a challenge, isn’t it? What other challenges might happen if I don’t take medicine properly?

**Respondent**: If he does not take medicine properly then it will be difficult for him to move.

**Interviewer**: And the disease means what will be the condition of that disease? That disease remains in the body.

**Respondent**: That disease will increase.

**Interviewer**: By increasing day by day, what will happen at one stage?

**Respondent**: At one stage he will to die.

**Interviewer**: Suppose I am taking antibiotic, but I am not taking medicine properly. Means sometimes I might forget to take medicine in time. I missed to take medicine once or twice. Then will there be any problem?

**Respondent**: Then definitely there will be problem.

**Interviewer**: There will be problem, isn’t it? All right, all right. Brother, now I want to discuss about policy related issue. I want to discuss about rules and regulations. Means do you sell antibiotic without prescription? You give written prescription.

**Respondent**: I give antibiotic to few people without prescription means those who want, I give them.

**Interviewer**: Do you know about any observer or any organization especially who observe the use of antibiotic or normal medicines? Does anyone come to visit from any government office to look after the use of antibiotic means those who use antibiotic whether they are using antibiotic in a right manner or not? Or whether you are giving antibiotic in a right manner or not?

**Respondent**: No, no one comes.

**Interviewer**: Drug super or doesn’t anyone come from this type of office?

**Respondent**: Drug supers come.

**Interviewer**: They come after how many days?

**Respondent**: They usually come once or twice in a year.

**Interviewer**: Do you know about any government rules and regulations related with the use of antibiotic? How antibiotic is to be used? Is there any government rule and regulation like this in Bangladesh? Do you know about it?

**Respondent**: Whether there are any government rules and regulations for use of antibiotic that I am not …..

**Interviewer**: Suppose everything has a rule. There exist some government instructions. Suppose, there would be some basic rules in some books and if you want to sell antibiotic then you have to follow those rules while selling antibiotic. Is there any such guideline or rule and regulation from the government or not?

**Respondent**: There is rule and regulation.

**Interviewer**: Is it?

**Respondent**: There is rule and regulation.

**Interviewer**: Have you ever seen?

**Respondent**: I didn’t see but we took training for few days and they told us about it.

**Interviewer**: What type of training was it?

**Respondent**: Those trainings were given to pharmacists.

**Interviewer**: Was it for few days?

**Respondent**: Yes, the training was for few days.

**Interviewer**: The training was for how many days?

**Respondent**: That training was for three months.

**Interviewer**: Was it for three months or less than that?

**Respondent**: No, it was for three months.

**Interviewer**: All right. Now I want to know that do you think that rules and regulations or any ethical code of conduct is necessary for selling antibiotic.

**Respondent**: It is necessary.

**Interviewer**: Why?

**Respondent**: If anyone does not complete the course of antibiotic in a right manner then his disease will not be cured. For that reason there should be rules and regulations.

**Interviewer**: Do you think that there are some service providers, who prescribe antibiotic illogically? Mean those who give medicine to the patient through prescription. Suppose there are rural practitioners like you who prescribe antibiotic even if it is not needed. Maybe normal medicine would be enough, but he is giving antibiotic. Does anyone do like this?

**Respondent**: This type of thing is done. It is done in our village area but I don’t do this.

**Interviewer**: All right. Where it is done means in which area?

**Respondent**: It is done in some small yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) inside this area.

**Interviewer**: They do. Means why do they do?

**Respondent**: They don’t understand. They also don’t understand properly about the course.

**Interviewer**: Who is giving means, who is prescribing prescription?

**Respondent**: Who is giving medicine he also doesn’t understand and those who are taking medicine they also don’t understand.

**Interviewer**: In that case what is his benefit who is giving? What is the benefit of giving antibiotic?

**Respondent**: Their benefits mean those who are giving, they actually cannot tell about the disease. They say that it might be cured by having this. Maybe they will give for two days. But actually it will not be cured by taking medicine for two days. At least you have to take medicine for five days.

**Interviewer**: It means, he is giving by understanding this.

**Respondent**: He is giving without understanding this.

**Interviewer**: And is there any financial benefit?

**Respondent**: There is no financial benefit.

**Interviewer**: Or is there any other benefit? Except financial benefit, is there any other benefit? Well, do you think that he is prescribing antibiotic due to the financial benefit of the suppliers of the antibiotic rather than the benefit of the patients? Maybe that patient does not need antibiotic. He will be cured with normal medicine. But he prescribes antibiotic instead of normal medicine, because the price of antibiotic is higher than normal medicine. Does he think that the price of antibiotic is higher and if I sell antibiotic then it will be more profitable. Does it happen?

**Respondent**: For the betterment of the patient means we hope for the betterment of the patient.

**Interviewer**: Yes, you are doing this. But some rural practitioners are here or some yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) are available who think that the patient will be ok by normal medicine, but I will give antibiotic to that patient. Because the price of antibiotic is higher than normal medicine and I will get more financial benefit. I will get more money from the patient. Does anyone think like this?

**Respondent**: This type of thing is done.

**Interviewer**: Means is there anyone like this in your area?

**Respondent**: Many people do this in our area.

**Interviewer**: Do this, isn’t it?

**Respondent**: Yes, they do this because of having some benefits.

**Interviewer**: So how is the practice? Means is it more or less?

**Respondent**: I don’t like this. Means I don’t do this. I don’t do this for my benefit. If it is seen that the disease will be cured by normal medicine, I just give that medicine.

**Interviewer**: Yes, maybe you don’t do this but there are others who do this, why do they do this? Do they do this for benefits?

**Respondent**: For benefits.

**Interviewer**: Those who are doing this, the number of these people are more or less?

**Respondent**: Some people are there.

**Interviewer**: Sometimes do you hear such things from the people that such and such person does like this?

**Respondent**: Yes, yes.

**Interviewer**: You hear such things, isn’t it? All right. Means do you know about consumer rights? Consumer means as we use everything. Such as, we take medicine means as a citizen of Bangladesh I have rights to take medicine from your shop or from any shop. You are buying anything from the market. You are consumer means you are consuming that product, fish, meat etc. As a citizen you have some rights. Do you know what is consumer right? Means do you know about it or don’t know?

**Respondent**: I don’t know about consumer right.

**Interviewer**: You don’t know. All right. In the prescription means what types of initiatives should be taken to write instruction properly for using antibiotic in the prescription? What do you think? Suppose a prescription which is prescribed by a doctor, suppose it is written by a MBBS doctor ….

**Respondent**: Yes.

**Interviewer**: What type of initiatives can be taken to write advice properly for using antibiotic? What do you think? What is written in the prescription, such as, name of the medicine is written. How many times you have to take the dosage of medicine that is also given. And what else are written in the prescription?

**Respondent**: In the prescription the name of medicine for gastric is written.

**Interviewer**: Yes.

**Respondent**: Then maybe the name of medicine for vomiting is written.

**Interviewer**: Yes.

**Respondent**: Then suppose the name of medicine of pain killer is written.

**Interviewer**: Okay, apart from writing how these medicines are to be taken, what else could be written in the prescription to make it better? Please, what steps maybe taken by which the advices maybe made more understandable, the names of medicine and the dosages would be more clear to the patients. Maybe now it is not written that much clearly, but maybe it would be better if written in future. What is your opinion?

**Respondent**: It would be better if these are written in the future.

**Interviewer**: What else they will write in the prescription? Means what else they would mention there?

**Respondent**: Which things they would mention? To mention these things mean for pain, gastric ….

**Interviewer**: Yes?

**Respondent**: Then some vitamins are available.

**Interviewer**: No, suppose doctors are prescribing these things along with antibiotic. But in the prescription there are few more things, suppose there exists the name of the medicines, then dosage has to be taken for how many days, then some instructions are written in Bengali that you have to take this medicine this way or that way. Or is there anything written on the left side of the prescription? On the left side! On this side!

**Respondent**: It will continue or for two months, these types of indications remain there.

**Interviewer**: No, on the left side of the prescription there is a line, is anything written on this side of that line?

**Respondent**: On that side, there remains yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). Means identification of disease is written there.

**Interviewer**: So, identification of disease is written. It is a nice thing that the name of disease is written. And also the name of medicine is written. Now brother joynal, what do you think? It would be much better for the patient as well as for the person who will see the prescription or buy medicine, if such and such things are mentioned in the prescription? The patients will take medicine by seeing that prescription. It would have been much better what else could have been included? Not now, but if could be done in future? In your opinion what else could be included?

**Respondent**: In future …

**Interviewer**: All right. In that case I move to the next yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). Do you think that drugs, sorry. …. Means can drug companies try to influence the patients for using antibiotic? Suppose any representative of any drug company or any marketing officer of any drug company try to influence you so that you sell more antibiotics or you prescribe antibiotic to the patients, or do they tell you to give verbally or through prescription. Can they try to influence in this way? Do you believe this?

**Respondent**: Hmm, they encourage this.

**Interviewer**: Do they encourage this?

**Respondent**: Yes.

**Interviewer**: Means they usually tell about their products. They tell about normal medicines as well as antibiotic. But do they encourage to give more antibiotic?

**Respondent**: No, they tell that we know the disease will be cured by this. You give this and that medicine for such and such disease. They tell like this.

**Interviewer**: While prescribing medicine or selling medicine; do they encourage you to sell more antibiotic rather than normal medicines? Suppose, brother this antibiotic is ….

**Respondent**: They don’t understand. We prescribe those medicines as per our knowledge.

**Interviewer**: Now don’t they directly say about antibiotic that we have these products. Please prescribe these antibiotics.

**Respondent**: No, they don’t say this verbally.

**Interviewer**: They don’t say this then what do they say?

**Respondent**: They only say that please give such a medicine so that my disease is cured. (Most probably interviewer is asking about the representatives and respondent is saying about patients.)

**Interviewer**: Well brother, the people of your area means where do they like to go more for taking antibiotic? Means do they go to the government hospital or private hospital or medicine shop?

**Respondent**: They usually like to go to medicine shop.

**Interviewer**: Why do they like to go more there?

**Respondent**: They can get sufficient quantity of medicines in drug shop. For that reason they go there.

**Interviewer**: Those medicines they have to purchase by spending money. But if they go to the government hospital or any other organization ….

**Respondent**: Sufficient quantity of antibiotics are not available in the government hospital.

**Interviewer**: Those are not available, isn’t it? Ok, so they come here.

**Respondent**: Yes.

**Interviewer**: And? Why do they come here, for what else? What is the benefit of coming to the shop? Means is there any other benefit, brother?

**Respondent**: What is the other benefit! We mean those who have drug shop, all types of medicines are available here. That’s why they come to the drug shop.

**Interviewer**: And do they have any issue of distance or not? Means these shops are near to their house and the government hospital is located at far place or yea (Expression used when an appropriate word is not forthcoming or is not proper to utter). Such as, many of us …..

**Respondent**: Yes, these drug shops are located at a nearer place and the government hospitals are located at distant places.

**Interviewer**: But if he comes to a drug shop, then he has to pay money in cash. His expense is increasing. In that case why he comes here instead of going to the government hospital or other place?

**Respondent**: All medicines are available in drug shop.

**Interviewer**: This is an advantage but price means he has to pay money. He has to spend money.

**Respondent**: And we are village people. They don’t understand that medicines are available in which government hospitals.

**Interviewer**: All right.

**Respondent**: For example, community clinic. Good amount of medicines are available there.

**Interviewer**: Community clinic, all right, all right.

**Respondent**: Government gives good amount of medicines to the community clinics.

**Interviewer**: There do they give antibiotic?

**Respondent**: There they usually give normal antibiotic.

**Interviewer**: Do they give normal antibiotic?

**Respondent**: Yes.

**Interviewer**: Which antibiotic they usually give? Do you know that?

**Respondent**: I don’t know about them so much.

**Interviewer**: Well, do you sell any antibiotic for any domestic animal in your shop?

**Respondent**: No, I don’t sell these.

**Interviewer**: All right, brother. Now I want to know some information about you. And that is ….

**Respondent**: Please make it short. I have to say my prayer.

**Interviewer**: Ok. Another thing is service provider or salesman … suppose here you sell medicines only for human being, isn’t it?

**Respondent**: Yes.

**Interviewer**: And for animals and birds, then other type of medicines?

**Respondent**: No, I don’t sell medicine for animals and birds.

**Interviewer**: All right, for how long you have been in this profession?

**Respondent**: I am in this profession for around twenty two years.

**Interviewer**: For twenty two years, o! So many days! All right. Have you taken any training for selling antibiotic?

**Respondent**: I am trained. I have completed three months course.

**Interviewer**: No, for antibiotic?

**Respondent**: No, no.

**Interviewer**: You didn’t take any yea (Expression used when an appropriate word is not forthcoming or is not proper to utter) for antibiotic, all right. Didn’t you do any course for selling antibiotic? Have you ever attended any type of examination related with medicine? The exams which you gave, was there any question related with medicine?

**Respondent**: Medicine related means after making drug license (could not understand 36:25) we only do drug business. That’s it.

**Interviewer**: What is your educational qualification, brother?

**Respondent**: I have passed B.A (Bachelor of Arts).

**Interviewer**: Do you have license for your shop?

**Respondent**: Yes.

**Interviewer**: Wherefrom you made this license?

**Respondent**: From Tangail.

**Interviewer**: Means which is government license?

**Respondent**: Yes.

**Interviewer**: From which office? Which office is it?

**Respondent**: Drug super office.

**Interviewer**: Are you the owner of this shop?

**Respondent**: Yes, I am the owner of this shop.

**Interviewer**: Well, roughly these were our discussion. Brother, I will request you one more thing. There is a small thing to do and that is medicines. Means wherefrom you get antibiotics which are available in your shop? How these medicines come to your shop?

**Respondent**: We ourselves go to the market and bring these after buying.

**Interviewer**: Yes. Which market you usually go?

**Respondent**: For example, I go to Mirzapur, then go to Kaliakoir. In this side there is Shofipur or there is Toktachol. We usually buy from the big shops and bring here.

**Interviewer**: Do you bring by yourself after buying medicines or do they give delivery? Means drug companies give delivery or their van comes?

**Respondent**: Pharmaceutical companies supply medicines in the big shops. They don’t supply medicines like my shop. Because we are small shopkeepers mean we do our business at small scale.

**Interviewer**: Well, you have to bring by yourselves.

**Respondent**: Yes.

**Interviewer**: In that case huge costing means you have to spend huge money.

**Respondent**: Yes, huge money is spent. Costing is too high.

**Interviewer**: Then how do you adjust that money which you spend for transportation to bring the medicines?

**Respondent**: That’s why we are getting less benefit.

**Interviewer**: Well, the antibiotic which are available in your shop, kindly show me those antibiotics. Means you have to show those medicines and you have to tell which one is from which generation, brother. And which antibiotic you usually prescribe means which one you prescribe more? And I also want to know, you prescribe that medicine for which disease? If you don’t mind then would you please show me? Suppose you have told that antibiotics are available in your shop. Then how many antibiotics are available here? Which antibiotics are available? Kindly if you show me then I will write down the names of those. And along with that I will have to know that which one you prescribe more and the name of that medicine and which group?

Now will you please show me where is antibiotic?

**Respondent**: There is ciprocin, then there is ciprofloxacin.

**Interviewer**: Yes, please take it, if you don’t mind. This one. And except this?

**Respondent**: Except this, we have Napa tablet.

**Interviewer**: What is it?

**Respondent**: No, no.

**Interviewer**: Is it antibiotic?

**Respondent**: Yes.

**Interviewer**: Please take this one. Same medicine, maybe two brand names from two different companies.

**Respondent**: Yes.

**Interviewer**: I take both the names. Is there anything else except these two? All right. Please come brother, let me write the names. Please give me so that I can write the names in the paper.

**Respondent**: Please write down.

**Interviewer**: Yes.

**Respondent**: Write ciprocin.

**Interviewer**: Yes. If you would tell the spelling, ok?

**Respondent**: Cipro ..

**Interviewer**: Yes, cipro ..

**Respondent**: Cin ..

**Interviewer**: Cin.

**Respondent**: Ciprocin, it is from another company. No problem, you can also write this one. Ciprocin 500.

**Interviewer**: Ciprocin 500. It belongs to which group?

**Respondent**: It is from ciprofloxacin group.

**Interviewer**: Ciprofloxacin, isn’t it?

**Respondent**: Ciprofloxacin.

**Interviewer**: C e f u r o x i m e. Cin, isn’t it? Cin?

**Respondent**: Hmm.

**Interviewer**: Which generation is it? First, second, third means medicine have generations. First generation, second generation, third generation, it belongs to which generation?

**Respondent**: First generation.

**Interviewer**: First generation? All right. Another one, which one you have told brother? The second one?

**Respondent**: Please write ciproc …

**Interviewer**: What is the spelling?

**Respondent**: S c i …

**Interviewer**: S c i ?

**Respondent**: S c i ..

**Interviewer**: C i ..

**Respondent**: C i p r o n. Cipron.

**Interviewer**: C i p r o n 500. Which group?

**Respondent**: Same group.

**Interviewer**: That is also same, isn’t it? Ciprofloxacin? Which one you prescribe more between these two? … It belongs to which generation?

**Respondent**: I usually prescribe ciprocin more, between these two.

**Interviewer**: No, it belongs to which generation? Does it also belong to first generation?

**Respondent**: First generation.

**Interviewer**: First generation. In that case you prescribe this more, isn’t it?

**Respondent**: Yes, yes.

**Interviewer**: For which diseases you prescribe this medicine, brother?

**Respondent**: I give this for fever.

**Interviewer**: For fever, and?

**Respondent**: For cold.

**Interviewer**: Cold or cough? For fever, and for cold or cough?

**Respondent**: Cough.

**Interviewer**: Cough, and? It works against what else diseases?

**Respondent**: We usually give these two yea (Expression used when an appropriate word is not forthcoming or is not proper to utter).

**Interviewer**: That means, does ciprocin work for these diseases?

**Respondent**: Hmm.

**Interviewer**: Fever, cold and cough.

**Respondent**: Cough.

**Interviewer**: Except these, it works against what other diseases?

**Respondent**: Mostly I give this medicine for these three yea (Expression used when an appropriate word is not forthcoming or is not proper to utter).

**Interviewer**: Well brother, roughly that was my discussion. Our main discussion was antibiotic and use of antibiotic. I have come to know many things from you. You have given me lots of time. I wish your good health. I wish continuous success of your business. Please pray for me. Keep well. All right, assalamualikum.

**Respondent**: Walikumassalam.

**Interviewer**: All right, Khoda Hafez.