

ROLEPLAYER CARD NO. 4

PHARMACY

SETTING

Local Pharmacy

PARENT

You are the parent of an 18-month-old boy who has developed a bad cold in the past couple of days. He is coughing a lot, congested, and quite distressed. You have come to the pharmacy to get some cold medicine (decongestant) for your son, as he is having difficulty sleeping at night. Your son is not present.

TASK

- When asked, say for the last couple of days, your 18-month-old son has been waking up congested, coughing and distressed at night. He is also upset during the day.
- Say you haven't given him anything as you didn't know what to give him; you'd like some cold medicine for him.
- Say you're surprised that cold medication is not recommended for children. You'd like to know what you can give him.
- Say your son seems quite sick; maybe the best thing is to just take him to the doctor.
- Say you'll follow the pharmacist's suggestions; you'll make a doctor's appointment if his symptoms worsen.

CANDIDATE CARD NO. 4

PHARMACY

SETTING

Local Pharmacy

PHARMACIST

The parent of an 18-month-old boy with a cold has come to your pharmacy. The child has been waking up at night, distressed, coughing and congested. The parent is asking for cold medicine (decongestant) for the child. The child is not present.

TASK

- Find out details about child's symptoms (onset, when worse, etc.).
- Find out about any treatments tried.
- Resist request for cold medicine (e.g., not recommended for children under six years of age; side effects for children: allergic reactions, convulsions, increased/uneven heart rate; risk of overdose; etc.).
- Recommend alternatives to decongestants (e.g., vaporizer, saline nasal drops, etc.).
- Explain cold likely to self-resolve (seek medical advice if: high fever, symptoms worsen, etc.).