

1. REVIEW
2. Practice 6 common introductions (mixed groups) – **focus on flow/fluency**
3. Exceptions [abnormal / unusual cases] to the normal

### 6 Introductions that you should learn:

Setting	UNKNOWN	KNOWN
Home	<ul style="list-style-type: none"> <li>• <b>Introduce yourself</b></li> <li>• <b>Confirm name</b></li> <li>• Thanks</li> <li>• Context</li> <li>• IPP</li> </ul>	<ul style="list-style-type: none"> <li>• Use name</li> <li>• Thanks</li> <li>• Context</li> <li>• IPP</li> </ul>
Hospital	<ul style="list-style-type: none"> <li>• <b>Introduce yourself</b></li> <li>• <b>Confirm the name</b></li> <li>• Context</li> <li>• IPP</li> </ul>	<ul style="list-style-type: none"> <li>• Name</li> <li>• Context</li> <li>• IPP</li> </ul>
Clinic	<ul style="list-style-type: none"> <li>• <b>Introduce yourself</b></li> <li>• Thanks</li> <li>• Confirm name</li> <li>• Context</li> <li>• IPP</li> </ul>	<ul style="list-style-type: none"> <li>• Use name</li> <li>• Thanks</li> <li>• Context</li> <li>• IPP</li> </ul>

### EXCEPTIONS:

- **Emergency:** sometimes the patient anxious / emotional / angry (maybe some things you will not say)
- **Start in middle:** talk about later
- **‘cope’ [manage]:** use this when you know the condition is difficult
- **Always context?** There might situations where you don’t know why they are here
- **Conditions and KNOWN/UNKNOWN:** Dementia “Do you remember me from last week?”
- **Other?**
- **NHSP** – government recruitment agency

<p>SETTING Home Visit</p> <p><b>NURSE</b> A general practitioner has asked you to visit a patient who has diabetes. Until recently the diabetes has been moderately well controlled by diet and oral medication. However, recently the patient's blood sugars have been high and the doctor has decided to commence insulin injections. The doctor wants you to show the patient how to give himself/herself the insulin injections. On arriving at the patient's home you find that he/she is very unsure why he/she needs insulin injections and very nervous about the procedure of administering the insulin.</p>	<p><b>UNKNOWN</b></p> <ul style="list-style-type: none"> <li>• <b>Introduce yourself</b></li> <li>• <b>Thank them</b></li> <li>• <b>Confirm Name</b></li> <li>• <b>Context</b></li> <li>• <b>IPP</b></li> </ul> <p><b>KNOWN:</b></p> <ul style="list-style-type: none"> <li>• <b>Name</b></li> <li>• <b>Thank them</b></li> <li>• <b>Context</b></li> <li>• <b>IPP</b></li> </ul>
<p><b>Setting:</b> Home visit</p> <p><b>Doctor:</b> You are visiting the home of a 50-year-old patient who has recently suffered from severe abdominal cramps while at work. They were taken to the hospital and were discharged as no significant pathology was found. You are visiting the patient at home as they are worried that if they leave the house</p>	

SETTING General Practice

**NURSE** A parent has come to see you because s/he's worried about his/her two-week-old baby boy who has extensive cradle cap (infantile seborrheic dermatitis) which has spread to the face. The doctor has asked you to speak to the parent.

**UNKNOWN**

- **Introduce Yourself**
- **Thank them**
- **Confirm name**
- **Context**
- **IPP**

**Setting:** GP PRACTICE

**Patient:** You're 33 years old. For the last three months, you've been having recurrent, pulsating headaches (approx. four times a month), each lasting up to 72 hours. You're worried that you might have brain cancer. You take ibuprofen, but it no longer has much effect.

**KNOWN**

- **Name**
- **Thank them**
- **Context**
- **IPP**

<p><b>SETTING</b> Pre-Surgery Clinic</p> <p><b>NURSE</b> Your patient is a 38-year-old with a history of recurrent right shoulder dislocation. He/she is scheduled for surgery (arthroscopic repair) this afternoon and was admitted early this morning to the hospital's pre-surgery clinic. The patient's mother visited mid-morning and left a soft dairy dessert. You have already advised the patient not to eat anything after 8am this morning.</p>	<p>UNKNOWN</p>
<p><b>Setting:</b> Outpatient Clinic</p> <p><b>Doctor:</b> You're doing a pre-anaesthesia evaluation on a 44-year-old patient who will undergo gallbladder surgery. The patient's never had surgery before and is worried about the whole procedure. (S)he is currently medicated for claudication in the legs.</p>	

EXCEPTIONS EXAMPLES:

**Start in MIDDLE**

**Setting:** Emergency Department

**Nurse:** A three-year-old boy's been brought to hospital because he's swallowed a button. You've checked his vital signs which are within normal range. The parent's worried about the child choking.

**Task:**

- Greet the parent, ask what happened and find out the size of the button.

- **Context:** So, Alain, I have just checked. Can I ask some questions about how it happened?

**ANXIOUS:**

OET SAMPLE TEST	
CANDIDATE CARD NO. 1	NURSING
SETTING	Emergency Department at the Children's Hospital
NURSE	A three-year-old boy has been brought to hospital suffering from chest tightness, wheezing and dyspnoea. You suspect the child has asthma. The parent is anxious and becomes agitated whilst the child is waiting to see a doctor. You are the nurse taking the child's vital signs.
TASK	<ul style="list-style-type: none"> <li>Explain to the parent that the emergency department has been busy and as soon as a doctor becomes available he/she will be over to see the child.</li> </ul>

Maybe avoid IPP and just:

I can see you are anxious + EMPATHY

TOMORROW

OCCUPATIONAL ENGLISH TEST

**Setting:** Secondary School

**Nurse:** Your patient is an 18-year-old high school student who is about to commence final year exams. They are finding the exam period very stressful, and their main coping mechanism is to eat sweet foods to feel better.

**Task:**

- Find out how the patient currently feels about their diet and what changes they would like to make.

PPP SAMPLE 13

**CANDIDATE CARD NO. 1**

**NURSING**

**SETTING** Emergency Department

**NURSE** You see a 28-year-old who's been training to run a half-marathon. He/she arrives after feeling unwell on a practice run.

**TASK**

- Greet the patient and ask his/her reason for coming to the ED.