

## Quick Introduction to OET Speaking

Linguistic criteria	Clinical Communication Criteria
how well you use and say English	1) Relationship Building 2) Understanding & Incorporating Patient Perspective 3) Providing Structure 4) Information Gathering 5) Information Giving

OET Details: 2 tasks – 5 minutes / preparation time 3 minutes

### Introducing Yourself

#### Initiating the interaction appropriately

Key aspects of understanding how to start your tasks:

<b>Setting</b>	<ul style="list-style-type: none"> <li>- A&amp;E / Emergency</li> <li>- Clinic / GP surgery</li> <li>- Home Visit</li> <li>- School</li> <li>- Hospital ward</li> <li>- Pre - Op</li> <li>- Outpatients</li> <li>- Nursing Home</li> </ul>
<b>Situation</b>	Understand what is happening and what stage we are at in the context
<b>Do we know the patient?</b>	This will affect how you address somebody and how the conversation starts
<b>How do we get to first task?</b>	Sometimes after we've initiated properly, we get stuck

## Introduction Tasks

This is a list of actions you might have to do at the beginning of each speaking task:

- Greeting
- Give your name & Confirm your role
- Ask patient name
- Confirm patient name
- Find out the reason for the patient visit
- thank you for letting me....
- Provide context

We choose a combination of the above *as suitable for the task*

## Understanding the relationship & choosing appropriate introduction tasks:

You have a relationship with the patient	<ul style="list-style-type: none"> <li>• <b>Greeting:</b> Hi + name Thanks for .....</li> <li>• <b>Find out:</b> How can I help? / <b>Context statement:</b> I'm aware that ..... Is that correct?</li> <li>• <b>Signpost into the 1<sup>st</sup> task:</b> OK! I'd like to .....</li> </ul>
You know patient name but have no relationship – appointment / referral	<ul style="list-style-type: none"> <li>• <b>Greeting:</b> Hi + name &amp; role (Thanks for .....</li> <li>• <b>Confirm name:</b> Can I just confirm your name / Is it ok to call you.....?</li> <li>• <b>Context statement:</b> I'm aware that ..... Is that correct?</li> <li>• <b>Signpost into the 1<sup>st</sup> task:</b> OK! I'd like to ..... + action</li> </ul>
You have no relationship or name	<ul style="list-style-type: none"> <li>• <b>Greeting:</b> Hi + name &amp; role</li> <li>• <b>Ask / Confirm name:</b> Can I just confirm your name / Can you tell me your name? / Is it ok to call you.....?</li> <li>• <b>Find out the context:</b> How can I help you?</li> </ul>
You're in the middle of a consultation – normally after a physical examination /	<ul style="list-style-type: none"> <li>• <b>Acknowledgement:</b> Thank you for letting me / After .....</li> <li>• <b>Providing structure/Signposting 1<sup>st</sup> task:</b> I'd like to + task</li> </ul>

## Exercises

Can you understand the situations and choose an appropriate start?

OET SAMPLE TEST	
CANDIDATE CARD NO. 1	NURSING
SETTING	Accident and Emergency
NURSE	You see a 25-year-old patient who is a model. He/she tripped at work and sustained a laceration above his/her left eye that required steri-strips. The patient is ready to go home but looks worried.
TASK	<ul style="list-style-type: none"> <li>Ask the patient how he/she is feeling.</li> </ul>

It is likely that you know this patient and have treated them earlier. This means we need:

- **Greeting:** Hi + name Thanks for .....
- **Find out:** How can I help?

OET SAMPLE TEST	
CANDIDATE CARD NO. 1	NURSING
SETTING	General Practice Clinic
NURSE	Your patient is 39 years old. He/She has come to the clinic with complaints of abdominal discomfort and change in bowel habit over the last couple of weeks.
TASK	<ul style="list-style-type: none"> <li>Greet patient. Find out what he/she wants to speak to you about.</li> </ul>

You don't know this patient and you don't know their name:

- **Greeting:** Hi + name & role
- **Ask / Confirm name:** Can I just confirm your name / Can you tell me your name? / Is it ok to call you.....?
- **Find out the context:** How can I help you?

### OET SAMPLE TEST

#### CANDIDATE CARD NO. 1

#### MEDICINE

SETTING	Doctor's Clinic
DOCTOR	This 64-year-old patient has hypertension (high blood pressure) and dyslipidaemia (high cholesterol). You have just completed a basic cardiovascular risk assessment of the patient and found him/her to be at high risk of cardiovascular disease.
TASK	<ul style="list-style-type: none"> <li>• Give findings of your assessment (e.g., high risk of cardiovascular disease, 1 in 7 chance of heart attack/stroke within 5 years, etc.).</li> </ul>

You are in the middle of a consultation and you have just completed an assessment:

- **Acknowledgement:** Thank you for letting me / After .....
- **Providing structure/Signposting 1<sup>st</sup> task:** I'd like to + task

### OET SAMPLE TEST

#### CANDIDATE CARD NO. 2

#### MEDICINE

SETTING	Emergency Department
DOCTOR	This parent has brought in his/her four-year-old daughter with a ten-hour history of vomiting and fever. The child was triaged by the nurse and a urine culture was taken. Preliminary urinalysis indicates the presence of leukocytes. You have read the notes and are now going to talk to the parent. The child is not present during this discussion.

You do not have a relationship with the patient/family. However, you know the name:

- **Greeting:** Hi + name & role (Thanks for .....
- **Confirm name:** Can I just confirm your name / Is it ok to call you.....?
- **Context statement:** I'm aware that ..... Is that correct?
- **Signpost into the 1<sup>st</sup> task:** OK! I'd like to ..... + action