

**Starter:**

1. How do we know if a patient is known or unknown from the task card?
2. How can this change the way that we start the roleplay?
3. What do you think should be included in the introduction to the roleplay?

| A. Indicators of <b>relationship building</b> |  |
|---|--|
| A1  | initiating the interaction appropriately ( <u>greeting</u> , <u>introductions</u> , <u>nature of interview</u> ) |
| A2  | demonstrating an attentive and respectful attitude   |
| A3  | adopting a non-judgemental approach  |
| A4  | showing empathy for feelings/predicament/emotional state   |

| SETTING  | UNKNOWN  | KNOWN   |
|----------|--|---|
| Hospital | <p><b>Greeting:</b> Hi, good morning.</p> <p><b>Introduction:</b> My name is ... I'm one of the nurses/doctors <u>on</u> this ward / <u>at</u> this Emergency Department / <u>at</u> this hospital</p> <p><b>Confirm name:</b> Can you give/tell me your full name?<br/>Can I call you...?<br/>How can I address you?</p> <p><b>Context:</b> How can I help you today?<br/>What brings you here today?<br/>I understand that you are here today for...<br/>I'm aware that you're here today for...</p> | <p><b>Greeting:</b> Hi [name]</p> <p><b>Re-introduction:</b> Just to remind you, my name is ... and I'm one of the doctors/nurses here.</p> <p><b>Context:</b> How can I help you today?<br/>What brings you here today?<br/>I understand that you are here today for...<br/>I'm aware that you're here today for...</p>  |
| Home     | <p><b>Greeting:</b> Hello, good morning.</p> <p>Thank you for inviting/letting me into your home.</p> <p><b>Introduction:</b> I'm [name] I'm one of the nurses/doctors working <u>at</u> the community centre / I'm one of the doctors/nurses <u>from</u> your local clinic/hospital.</p> <p><b>Confirm name:</b> Am I talking to/with...?</p> <p><b>Context:</b> Today, I'd like to talk to you regarding...<br/>(As you may be aware) I'm here today to...</p>                                       | <p><b>Greeting:</b> Hello [name]</p> <p>Thank you for inviting/letting me into your home.</p> <p>Thank you for having me in your home.</p> <p><b>Re-introduction:</b> Just to remind you, my name is ... and I'm one of the doctors/nurses from your local clinic/hospital.</p> <p><b>Context:</b> Today, I'd like to talk to you regarding...<br/>(As you may be aware) I'm here today to...</p> |
| Clinic   | <p><b>Greeting:</b> Hi, good afternoon.</p> <p><b>Introduction:</b> My name is ... I'm one of the (assigned) nurses/doctors <u>at</u> this clinic today.</p> <p><b>Confirm name:</b> Could you please state/confirm your full name?<br/>Can I call you...?<br/>How can I address you?</p> <p><b>Context:</b> How can I help you today?<br/>What brings you here today?<br/>I'd like to talk to you about...</p>  | <p><b>Greeting:</b> Good afternoon [name]</p> <p><b>Re-introduction:</b> Just to remind you, my name is .... and I'm one of the doctors/nurses here.</p> <p><b>Context:</b> How can I help you today?<br/>What brings you here today?<br/>I'd like to talk to you about...</p>  |