

1 What do OET say about Introductions?

2 Diagram (rules)

3 Exceptions (outside the rules)

What do OET say about your Introduction?



II. Clinical Communication Criteria

In the roleplay, there is evidence of the test taker ...

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

How do we know name in exam? ~~Ask before start~~

Setting	UNKNOWN	KNOWN
Hospital	<ul style="list-style-type: none"> • Greeting: Hello • Introduce yourself: My name is ____ and I am one of the ____ in the ____ • Confirm the Patient name: May I know your full name, please? Can I confirm your full name, please? + Can I call you ____? • Context: I am here today to... [adapt this] • So, how are you the moment? 	<ul style="list-style-type: none"> • Greeting + name: Hello John (to remind you, my name is...) • Context: I am here today to...+ surgery • So, how are you at the moment?
Clinic	<ul style="list-style-type: none"> • Greeting: Hello • Introduce yourself: My name is ____ and I am one of the ____ in the ____ • Confirm the Patient name: May I know your full name, please? Can I confirm your name, please? + Can I call you ____? • Thanks: Thanks for coming in today • Context: Im aware that. • So, how are you the moment? 	<ul style="list-style-type: none"> • Greeting + name: Hello Mary (to remind you, my name is...) • Thanks: Thanks for coming in today • Context: I am aware • So, how are you the moment?
	<ul style="list-style-type: none"> • Greeting: Hello • Introduce yourself: My name is ____ and I am one of the ____ in the ____ • Confirm the Patient name: May I know your full name, please? Can I confirm your name, please? + Can I call you ____? 	<ul style="list-style-type: none"> • Greeting + name: Hello John (to remind you, my name is...) • Thanks: Thanks for <u>inviting me into your home</u> • Context: I am here today to...

Home	<ul style="list-style-type: none">• Thanks: Thanks for <u>inviting me into your home</u>• Context: I am here today to...• So, how are you the moment? <p>EMPATHY</p>	<ul style="list-style-type: none">• So, how are you the moment? <p>EMPATHY</p>
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But there are more than 6...

Exceptions:

1. Are there any other places we can be in OET:

Hospital / Clinic / Home / **School / Care Home**

2. 2 people:

- Greeting
- Confirm the Patient name:
Can I confirm **both** your names, please?
+ Can I call you _____?
- (Are you the ____ of this child?)
- Context: I am here today to...
- So, how **are you both** the moment?

EMPATHY

There will only 2 people

3. **Urgent**: ER – think about what exactly that person is feeling [**unusual to see this**]

Be a human being here – don't do your automatic introduction (memorised)

- **Greeting**: Hello
- Introduce yourself:
My name is _____ and I am one of the _____ in the _____
- Confirm the Patient name:
May I know your full name, please?
Can I confirm your full name, please?
+ Can I call you _____?
- **Context**: I am here today to... [**adapt this**]

START: Can tell me about...

• So, how are you the moment?

4. Start in middle

When the patient is already in our office, and we have already introduced ourselves. The dialogue start, AFTER the Introduction

- **Context:** So I have just finished your examination
- **Thanks:** thank you allowing me to do that...

Begin...

