

OET

ROLEPLAYER'S CARD - PATIENT

SETTING : Emergency Room

- 55-year-old patient presenting with chest pain
- Pain started suddenly and feels tight or heavy
- Pain may radiate to left arm or jaw
- Feels anxious and worried it could be a heart attack
- No clear diagnosis yet and seeking immediate reassurance

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CANDIDATE'S CARD - NURSE

- Find out details about the chest pain
- Ask about onset, severity, and radiation of pain
- Check for associated symptoms like shortness of breath or sweating
- Remain calm and reassuring
- Explain the need for urgent assessment by a doctor
- Avoid diagnosing the patient
- Reassure and close the conversation professionally

Important: Do not diagnose or confirm heart attack. Escalate appropriately and reassure.

WITH SCRIPT

- Good morning. I can see that you're uncomfortable, and I'm here to help.
- Can you tell me when the chest pain started?
- Where exactly do you feel the pain?
- Does the pain spread to your arm, jaw, or back?
- How would you describe the pain — is it tight, heavy, or sharp?
- On a scale of one to ten, how severe is the pain?
- Are you experiencing shortness of breath, sweating, or dizziness?
- I understand this can be worrying. We'll make sure you're assessed as soon as possible.
- The doctor will need to examine you urgently to determine the cause.
- Please try to stay calm. You're in safe hands.

WITHOUT SCRIPT

- Greet the patient and show calm reassurance
- Ask about onset, location, severity, and radiation of chest pain
- Ask about associated symptoms (shortness of breath, sweating, dizziness)
- Acknowledge patient anxiety
- Explain need for urgent medical assessment
- Avoid diagnosing the condition
- Reassure and close professionally