

OET

ROLEPLAYER'S CARD - PATIENT

SETTING : Emergency Room / Clinic

- 75-year-old patient who has had a recent fall at home
- Complains of pain in the hip or wrist
- Feels shaken and anxious after the fall
- Unsure how the fall happened
- Worried about fractures or serious injury

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CANDIDATE'S CARD - NURSE

- Ask about how and when the fall occurred
- Assess pain location and severity
- Ask about dizziness or loss of balance
- Check use of walking aids or medications
- Reassure the patient and ensure safety
- Explain the need for medical assessment
- Avoid diagnosing and close professionally

WITH SCRIPT

- I'm sorry to hear about your fall, and I'm here to help you.
- Can you tell me how the fall happened?
- Where are you feeling pain at the moment?
- On a scale of one to ten, how severe is the pain?
- Did you feel dizzy or lose your balance before the fall?
- I understand this can be frightening.
- The doctor will assess you to make sure there are no serious injuries.
- Please try to remain comfortable while we arrange the next steps.

WITHOUT SCRIPT

- Show empathy and reassure the patient
- Ask about circumstances of the fall
- Assess pain and injury concerns
- Ask about dizziness or balance issues
- Explain need for medical assessment
- Focus on patient safety
- Reassure and close the conversation