

OET

ROLEPLAYER'S CARD - PATIENT

SETTING : Emergency Room

- 25-year-old patient with left-sided headache since yesterday
- Pounding pain associated with nausea, vomiting, and sensitivity to light and sound
- Over-the-counter painkillers have not helped
- Has experienced similar headaches before
- Believes this is migraine and wants medication immediately
- Does not want to wait to see the doctor

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CANDIDATE'S CARD - NURSE

- Find out why the patient has come to the emergency room
- Ask relevant questions about the headache
- Check if the patient has been diagnosed with migraine before
- Respond politely to the request for medication
- Explain the need to wait about 30 minutes to see the doctor
- Avoid diagnosing the patient
- Reassure and close the conversation professionally

Important: Do not diagnose or promise medication. Only the doctor can assess and prescribe.

WITH SCRIPT

- Good morning. I'm sorry to hear that you're in pain.
- Can you tell me what brought you to the emergency room today?
- When did the headache start?
- Where exactly is the pain located?
- How would you describe the pain?
- On a scale of one to ten, how severe is it?
- Do you feel nauseous or sensitive to light or sound?
- Have you had similar headaches in the past?
- Have you been diagnosed with migraine by a doctor before?
- I understand your concern about medication. However, the doctor needs to assess you before any specific treatment is given.
- You will need to wait about thirty minutes to see the doctor. We'll monitor you during this time.
- Please let me know if the pain gets worse. You're in safe hands.

WITHOUT SCRIPT

- Greet the patient and show empathy
- Ask about the headache (onset, location, severity)
- Ask about associated symptoms (nausea, light, sound)
- Ask about previous migraine diagnosis
- Respond politely to request for medication
- Explain waiting time for the doctor
- Reassure the patient and close the conversation