

SETTING

Suburban Pharmacy

PARENT

You are the parent of an 18-month-old boy who has developed a bad cold in the past couple of days. He is coughing a lot, congested, and quite distressed. You have come to the pharmacy to get some cold medicine (decongestant) for your child, as he is having difficulty sleeping at night.

TASK

- When asked, explain that, for the last couple of days, your baby has been waking up congested, coughing and distressed at night, and is really upset during the day.
- Say you haven't given him anything as you didn't know what to give him and that's why you have come. Ask the pharmacist for cold medicine.
- Admit that you are surprised that cold medication is not recommended for children. Ask the pharmacist what you can give him.
- Insist that your child seems quite sick so you think the best thing is to just take him to the doctor.
- Reluctantly agree to follow the pharmacist's suggestions and only make a doctor's appointment if symptoms worsen.

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PHARMACIST

The parent of an 18-month-old boy with a cold has come to your pharmacy. The child has been waking up at night, distressed, coughing and congested. The parent is asking for cold medicine or decongestant for the child.

TASK

- Find out details about the child's symptoms (onset, when worse, etc.).
- Find out about any treatments tried.
- Resist the request for cold medicine (not recommended for children of that age, unacceptable risks for children, etc.).
- Recommend alternatives to decongestants (e.g., honey and lemon drinks, vaporizer, saline nasal drops, etc.).
- Explain no need to take the child to the doctor (e.g., cold will likely resolve on its own, etc.). Make recommendations for when the parent should seek medical advice (e.g., if a high fever develops, symptoms worsen, etc.).