

## SETTING

Suburban Dental Clinic

## PATIENT

You are presenting with a mouth full of ulcers. Your gums are very sore and the ulcers have been irritating you for about a week. You brush your teeth regularly, but have not seen a dentist for a while. You are in a lot of pain.

## TASK

- When asked, tell the dentist that you have been experiencing ulcers and sore gums for about a week. You haven't had anything like this before.
- Say that you brush your teeth every day. Admit that you never floss and you haven't seen a dentist in several years. Ask what is causing your mouth ulcers.
- Say that you really hope that there's some treatment.
- Ask about the possible side effects of the antibiotics.
- Say that you are concerned about getting serious side effects because you've heard that they can be quite bad.
- Reluctantly agree to take antibiotics.

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## DENTIST

The patient is presenting with a severely ulcerated mouth (ulcerated mucosal surfaces) and sore gingivae. He/she appears to be in a lot of pain.

## TASK

- Find out details about the patient's sore gums and ulcers (e.g., onset, previous occurrences, etc.).
- Find out about the patient's dental hygiene practices (e.g., brushing, flossing, visits to dentists, etc.).
- Give possible causes of mouth ulcers (e.g., bacteria/virus, nutritional deficiency, vigorous brushing, etc.).
- Outline treatment (e.g., scale/clean, mouth-wash, course of antibiotics, topical pain killers if required, etc.).
- Explain possible side effects of antibiotics (e.g., nausea, stomach problems, rash, etc.).
- Reassure the patient about the possible side effects (e.g., serious side effects not common, etc.). Establish patient's willingness to take antibiotics.