

SETTING Community Pharmacy

CLIENT You are a 47-year-old who has started getting bad breath. You would like some advice from the pharmacist.

- TASK**
- When asked, say you have bad breath. You've tried some remedies but they haven't worked. You're worried that it might never improve.
 - When asked, say the problem started about five months ago. You have no idea what's caused it as you brush your teeth twice a day and you don't think you have a dry mouth. You've tried breath mints, flossing and mouthwash but they haven't really helped.
 - When asked, say you think you're generally healthy; you don't have any medical conditions. You aren't taking any long-term medication. Your last dental check-up was probably six or seven years ago.
 - Say you're anxious about seeing a dentist; you've never liked going to the dentist. You'd just like to try another treatment from the pharmacy.
 - Say you'll make an appointment to see a dentist.

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PHARMACIST Your client is a 47-year-old who is experiencing halitosis (bad breath) and would like some advice.

- TASK**
- Find out reason for client's request to see you.
 - Find out more details about client's halitosis (onset, possible triggers, treatment tried, etc.).
 - Explore further relevant client details (general health, long-term medication, last dental check-up, etc.).
 - Recommend dental check-up (e.g., treatments tried unsuccessful, common causes of halitosis: dental hygiene, tooth decay, etc.).
 - Resist request for treatment (e.g., no identifiable cause: over-the counter products not appropriate, etc.). Stress importance of dental check-up (e.g., identifying cause of halitosis, advice on oral hygiene, professional cleaning, treatment, etc.).