

## **Instructor Page**

This activity is a role-play. Students are to plan dialogues around a particular situation where a patient has to talk to a health professional. Even though most beginning ABE students are native English speakers, research shows that many patients do not answer health professionals' questions clearly or fully. The role-plays give students practice communicating about health situations so that they will be better able to communicate with health professionals when the need arises.

The activity is intended to be done with a partner, although instructors may wish to do one or more examples with the whole class first.

There are four role-play situations. Instructors may ask the class which situation they think would be the most difficult or uncomfortable, and then develop a dialogue with input from the whole class. Instructors should read the situation and questions aloud to the class while they follow along on the worksheet. If students do work in pairs, make sure they switch roles so that each has a chance to play the patient and the health care professional.

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### Answering Health Professionals' Questions

*Directions:* With a partner or with your class, choose one or more situations and plan a dialogue. Make sure that each partner has the opportunity to play both a health professional role and a patient role.

HEALTH PROFESSIONAL ROLE	PATIENT ROLE
<p><b>1.a. You are a nurse practitioner.</b></p> <p>Ask the patient the following questions:</p> <ol style="list-style-type: none"> <li>1. Why are you here today?</li> <li>2. Describe the pain.</li> <li>3. When do you get the pain? Any special time of day? After eating? Doing heavy lifting?</li> <li>4. Do you have this pain all day long?</li> <li>5. How long have you had this pain? Has it gotten worse over time?</li> <li>6. How bad is the pain? Show me on the Wong-Baker FACES Pain Rating Scale.</li> <li>7. Have you taken any medication for this pain? What did you take? Did it work?</li> <li>8. Is there anything else you can tell me about the pain?</li> </ol>	<p><b>1.b. You are a patient seeing a nurse practitioner because you have had a bad stomachache for three days.</b></p> <p>Answer the nurse practitioner's questions about your stomachache.</p>
<p><b>2.a. You are a doctor.</b></p> <p>Ask the patient the following questions:</p> <ol style="list-style-type: none"> <li>1. Why are you here today?</li> <li>2. Has your appetite changed?</li> <li>3. When did this start?</li> <li>4. Do you have any pain or feel ill when you eat? After you eat?</li> <li>5. Where is the pain?</li> <li>6. Have you tried eating different kinds of foods?</li> <li>7. Have you taken any new medication before this started?</li> <li>8. How are things going in your life right now? Have you been worried or upset about something?</li> </ol>	<p><b>2.b. You are a patient. You have come to the clinic because you have had trouble eating for the past two weeks.</b></p> <p>Answer the doctor's questions about your appetite problem.</p>

Answering Health Professionals' Questions, continued

HEALTH PROFESSIONAL ROLE	PATIENT ROLE
<p><b>3.a. You are a nurse in a clinic.</b></p> <p>You see the patients before they see a doctor. Ask the patient the following questions:</p> <ol style="list-style-type: none"> <li>1. Why are you here today?</li> <li>2. When did the pain first start? Has it gotten worse?</li> <li>3. Where on your back is the pain located?</li> <li>4. Are you always in pain? When do you have the pain?</li> <li>5. Describe the pain.</li> <li>6. How bad is the pain? Show me on the Wong-Baker FACES Pain Rating Scale.</li> <li>7. Have you taken any medication for this pain? What did you take? Did it work?</li> <li>8. Is there anything else you can tell me about the pain?</li> </ol>	<p><b>3.b. You are a patient. You have come to the clinic because you have had a backache for one week and it's getting worse.</b></p> <p>Answer the nurse's questions about your backache.</p>
<p><b>4.a. You are a physician assistant.</b></p> <p>Ask the patient the following questions:</p> <ol style="list-style-type: none"> <li>1. Why are you here today?</li> <li>2. Where is your headache located? Where does it hurt?</li> <li>3. How often do you get these headaches (e.g., every day, most days)? How long do they usually last?</li> <li>4. How long have you been getting these headaches?</li> <li>5. How bad is the pain? Show me on the Wong-Baker FACES Pain Rating Scale. Is the level of pain always the same?</li> <li>6. Does anything specific bring on the headaches?</li> <li>7. Have you taken any medication for this pain? What did you take? Did it work?</li> <li>8. Is there anything else you can tell me about the pain?</li> </ol>	<p><b>4.b. You are a patient seeing the physician assistant about the headaches you've been getting.</b></p> <p>Answer the physician assistant's questions.</p>

### Wong-Baker FACES Pain Rating Scale

