

SCRIPTS FOR SCENARIOS ON COMMUNICATION

SCENARIO 1: VIDEO CALL APPOINTMENT

THE STORY SO FAR...

There is a scheduled appointment for Mrs. Jo Smith with rheumatoid arthritis at the rheumatology clinic. Due to COVID-19, appointments have been moved to online consultations with the doctors at the clinic video-calling patients at home.

SCENE

• Doctor

Hello, is this Mrs Jo Smith? (no eye contact and continued clicking and typing)
It is Dr Paine, the rheumatologist, I understand you are calling because of ongoing pain?

• Patient

(*anxious demeanour*) Yes, the pain is agonising, keeping me up all night. I don't really understand what all these medications do, and I don't feel....

• Doctor

(*interrupts*) Your FBC, U&Es and LFTs are fine, CRP is a tad high as well as your DAS28.

• Patient

Sorry?

• Doctor

It's your bloods. I am going to start you on a drug called (*mumbles*) adalimumab.

• Patient

(*Looks uncomfortable*) Another drug? I don't know how I feel about this... what does it do? I was thinking of trying some acupuncture as that has helped my friend.

• Doctor

Acupuncture isn't going to help. The only way to get your pain under control is to escalate your medications, I will ask my secretary to book you an appointment in 3 months' time.

• Patient

Oh, um okay.

• Doctor

It was great talking to you; I have to go now. (*ends call*)

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SCENARIO 2: RELATIVES AND HALLWAY MISHAPS

THE STORY SO FAR...

Mark Jones has recently been diagnosed with cancer and is currently in hospital on a busy and noisy medical ward over the weekend. The FY1 doctor has not met this patient before but is approached by Mark's relatives down the hallway who are very angry.

SCENE

- **Relative 1**

(frustrated and angry) Hello, are you one of the doctors? I haven't seen one for hours! Ridiculous!

- **Doctor**

(friendly/nervous) Hello, yes, I am John, one of the junior doctors, can I help you?

- **Relative 2**

Yes! We are Mr Jones' family and we think the treatment Mark has had has been rubbish! He is in AGONY and instead of treating him you have just been sedating him! We haven't heard of anything, what is wrong with him?

- **Doctor**

(empathising) I am so sorry to hear this, I can reassure you he is on the best treatment for him. I saw him just an hour ago and considering how invasive the cancer is, he is doing really well.

- **Relatives**

(shock and in disbelief) Cancer?! What cancer?!