

# TEST YOURSELF ONLINE

GOOD PRACTICE KNOWLEDGE IS IMPORTANT WHEN ADVISING CUSTOMERS



## Questions

1. Which of the following is a route by which someone could catch a cold?

- a) Touching a person who has infected droplets on their skin
- b) Touching an object or surface contaminated by infected droplets
- c) Inhaling droplets of fluid containing the virus
- d) All of the above

2. How long can cold germs live on hands whilst remaining infectious?

- a) Five minutes
- b) Four hours
- c) 20 minutes
- d) 36 hours

3. Which of the following self care measures is most suitable for people to try if they have a cold?

- a) Drink lots of alcohol
- b) Eat a healthy balanced diet
- c) Get plenty of exercise
- d) Read a book

4. Which customer would **NOT** necessarily need to be referred to the pharmacist?

- a) A pregnant woman with cold symptoms
- b) A man coughing up mucus that is yellow-green in colour
- c) A customer finding it hard to breathe
- d) A 13-year-old with a blocked nose

5. Which of the following symptoms would suggest somebody has the flu and **NOT** a common cold?

- a) Sneezing
- b) Runny nose
- c) Fever
- d) Cough

6. Which of the following scenarios would suggest a person does **NOT** have to isolate due to Covid-19 exposure?

- a) They've tested positive but have had the vaccine
- b) They're under 18 years, six months old
- c) They are unvaccinated and live with someone who has tested positive
- d) They are awaiting PCR test results



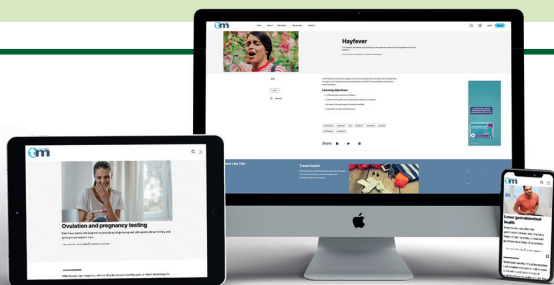
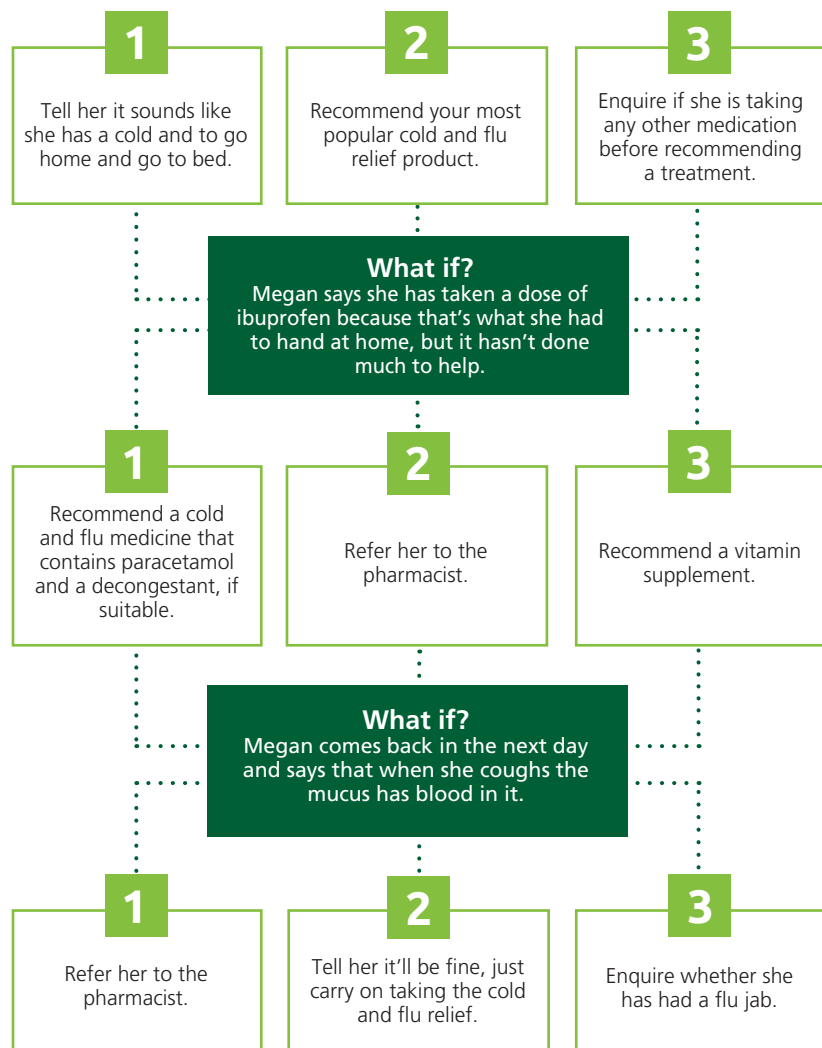
## Scenario



Megan, 29, comes into the pharmacy complaining of a cough, blocked nose and aching muscles. She asks for a recommendation to help her relieve symptoms.

### What would you recommend?

For each part of this scenario, think about the decision you would make and, importantly, why you would choose that option. In addition, for each decision that you make, think about how you would talk to the customer and provide the necessary advice. Discuss this with your team and pharmacist.



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