

TEST YOURSELF ONLINE

GOOD PRACTICE KNOWLEDGE IS IMPORTANT WHEN ADVISING CUSTOMERS



Questions

1. In which part of the upper respiratory tract does the trachea reside?

- a) The sinuses
- b) The nose
- c) The throat
- d) The larynx

2. Which of the following is a symptom that should cause concern if it accompanies a sore throat?

- a) Swollen glands
- b) Headache
- c) Runny nose
- d) A muffled voice

3. Which of these statements are FALSE?

- a) Customers taking thyroid medication, carbimazole, should seek urgent medical help if they experience a sore throat
- b) Bacterial infections are the most common cause of a sore throat
- c) Rhinovirus is a common cause of sore throat
- d) Herpes simplex can be a cause of sore throat

4. Which of the following is a self care tip for sore throat?

- a) Drink plenty of fluids
- b) Suck ice cubes, lollies or hard sweets
- c) Avoid smoking
- d) All of the above

5. How long should local anaesthetics in the form of lozenges and throat sprays be used to treat sore throat?

- a) No more than four days
- b) No more than five days
- c) No more than six days
- d) No more than seven days

6. Which of the following customers should be referred to the pharmacist?

- a) A 40-year-old man with a sore throat and diabetes
- b) A teenager with a sore throat that has lasted a few days
- c) A 60-year-old woman with sore throat but regular temperature
- d) None of the above



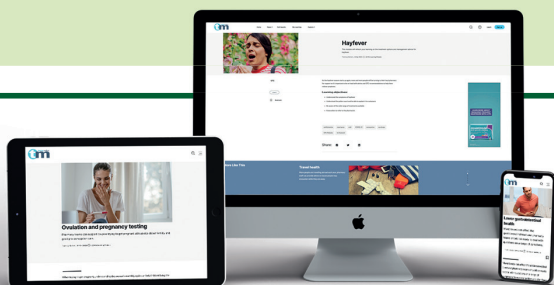
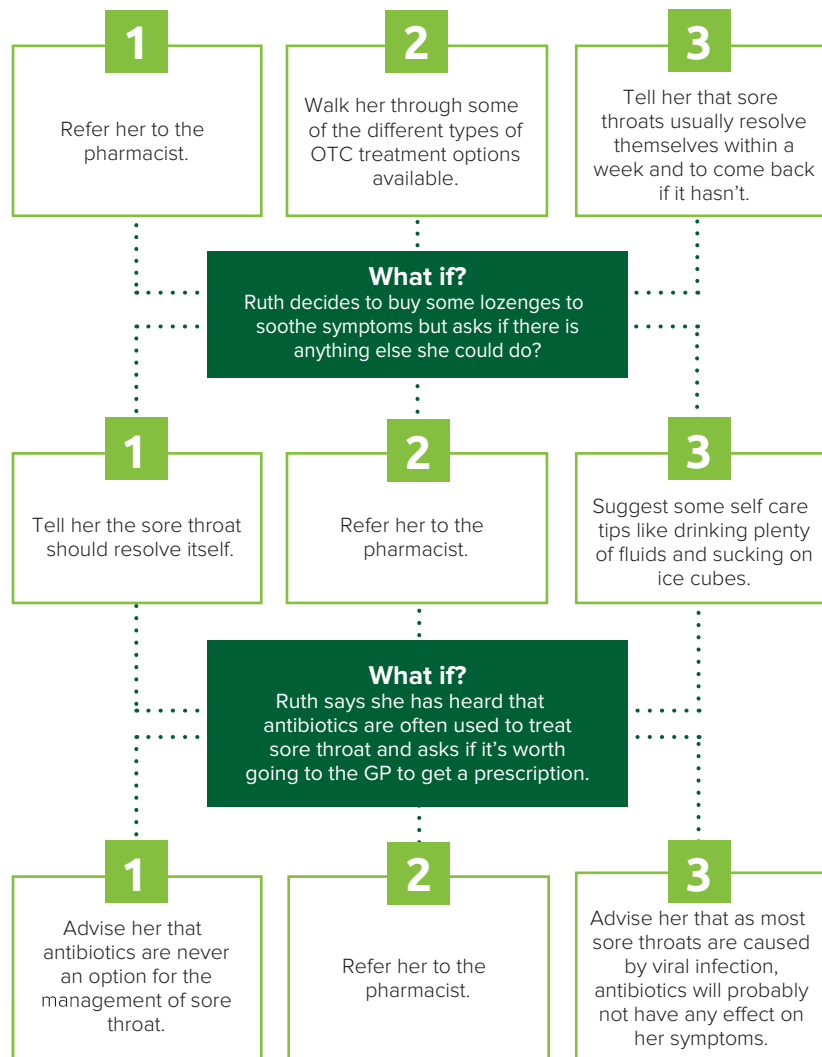
Scenario



Ruth, a 60-year-old woman, comes into the pharmacy complaining of a sore throat. She asks if there is anything that can be done to help soothe it as it's really bothering her.

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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