

# TEST YOURSELF ONLINE

GOOD PRACTICE KNOWLEDGE IS IMPORTANT WHEN ADVISING CUSTOMERS



## Questions

1. How big is the stapes bone?

- a) 6mm x 5mm
- b) 3mm x 2.5mm
- c) 1mm x 0.5mm
- d) 4mm x 3mm

2. What is the name of the part of the ear that transforms sound waves into nerve impulses?

- a) Cochlea
- b) Pinna
- c) Eardrum
- d) Malleus

3. Which of the following may be linked with swimming?

- a) Otitis media
- b) Glue ear
- c) Otitis externa
- d) Tinnitus

4. Which of the following is a sign of earwax build-up?

- a) Temporary deafness
- b) Blocked sensation in the ear
- c) Feeling dizzy
- d) All of the above

5. Which of the following can be used to treat otitis externa?

- a) Arachis oil
- b) Acetic acid
- c) Olive oil
- d) All of the above

6. Which of the following customers would you NOT refer to the pharmacist?

- a) A 10-year-old girl who swims regularly and has an itchy sensation in her outer ear
- b) A 45-year-old man who has excessive earwax that he has used drops on over the last week and tried removing with a cotton bud
- c) A five-year-old girl who has been crying and pulling at her ears. Her mother thinks she has seen some clear discharge
- d) A 30-year-old female who feels that her hearing is muffled and finds that after swimming sometimes she can't hear temporarily



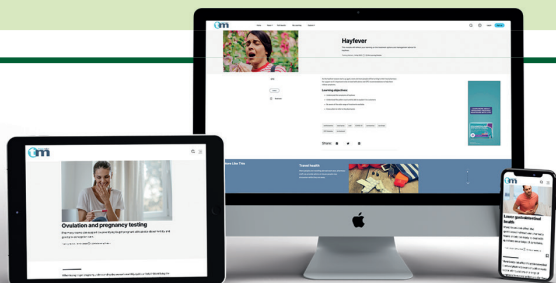
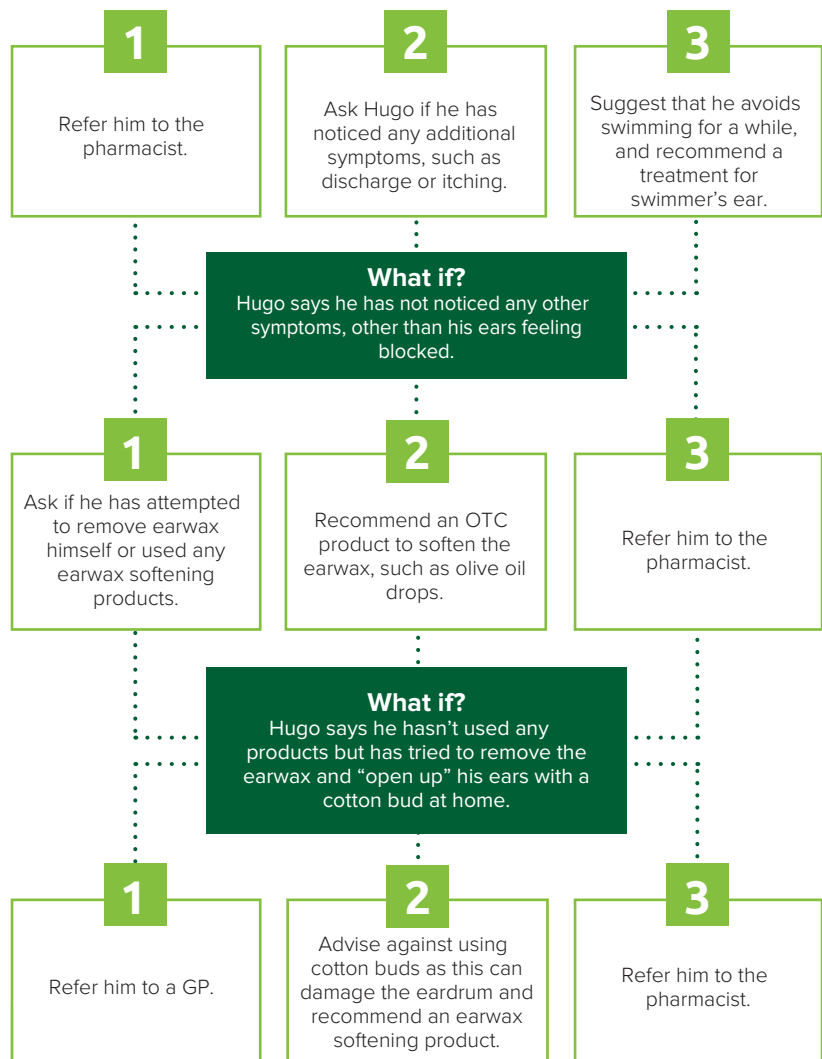
## Scenario



Hugo comes into the pharmacy complaining about his hearing. He has also noticed that his ears feel blocked. He is a keen swimmer, but uses earplugs when swimming to protect his ears, and also at night due to his partner's snoring. He wonders if there's anything he can do to improve his 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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