

TEST YOURSELF ONLINE

GOOD PRACTICE KNOWLEDGE IS IMPORTANT WHEN ADVISING CUSTOMERS



Questions

- Which of the following statements is **TRUE**?
 - An acute cough can be caused by a viral upper respiratory tract infection
 - An acute cough usually lasts between three and eight weeks
 - A chronic cough is rarely an indicator of an underlying condition
 - Coughs are classified based on their duration only
- Which of the following are common causes of a cough?
 - Post nasal drip
 - Smoking
 - Asthma
 - All of the above
- Where are cough receptors located in the body?
 - The medulla oblongata
 - The vagus nerve
 - The intercostal muscles
 - The walls of the airways
- Which of the following rarely causes a chronic cough?
 - A cold
 - Undiagnosed asthma
 - House dust mite allergy
 - GORD
- Which of the following is an example of an OTC decongestant?
 - Squill
 - Dextromethorphan
 - Pseudoephedrine
 - Glycerin
- Which of the following would you **NOT** recommend as a self care tip to a customer with a cough?
 - Drink lots of coffee and alcohol to ease irritation in the throat
 - Avoid dust and other air pollutants
 - Drink plenty of fluids to maintain hydration
 - Quit smoking and avoid second-hand smoke



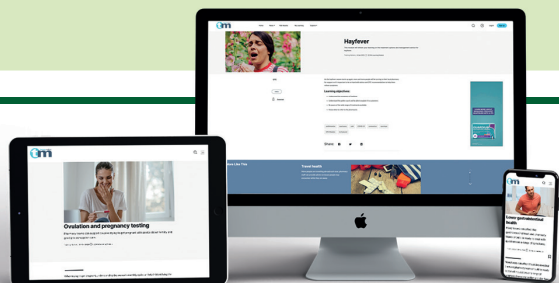
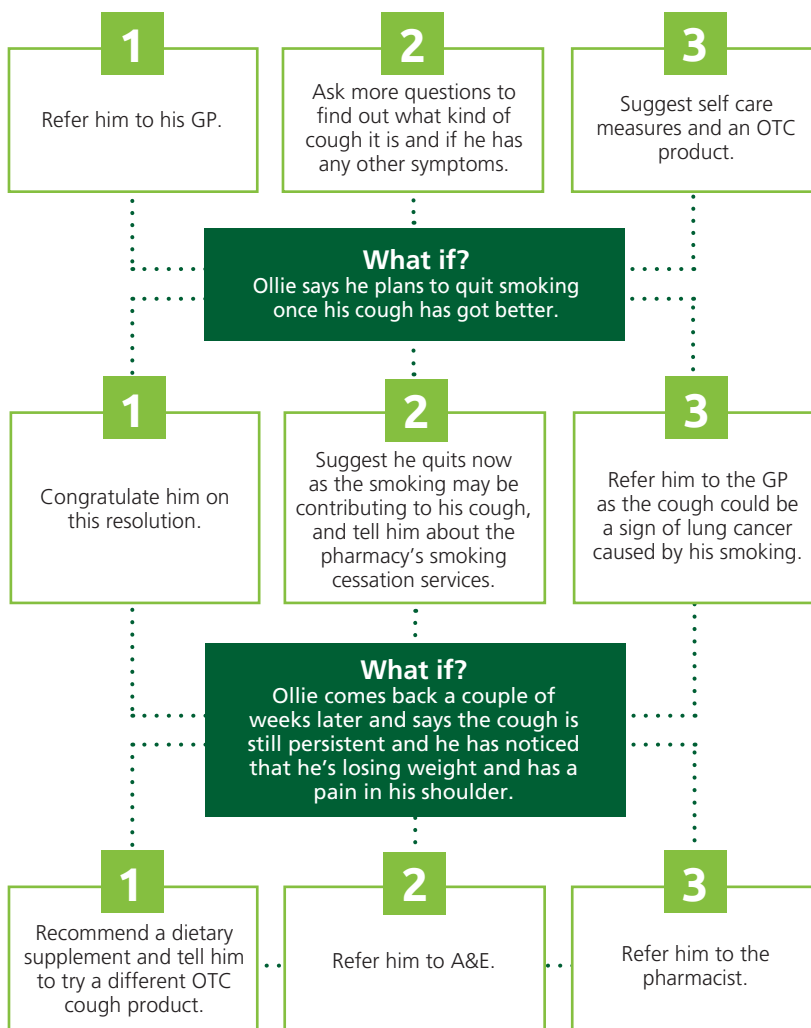
Scenario



Ollie, 45, comes into the pharmacy, complaining about a persistent cough and asks if you can recommend any products. He's done a Covid-19 PCR test, which was negative, and doesn't have any other health problems.

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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