

TEST YOURSELF ONLINE

GOOD PRACTICE KNOWLEDGE IS IMPORTANT WHEN ADVISING CUSTOMERS



Questions

1. Which part of the tooth is an extremely hard, shiny material?

- a) Dentine
- b) Enamel
- c) Pulp
- d) Crown

2. Which of the following is **NOT** a recognised cause of bad breath?

- a) Poor oral hygiene
- b) Eating certain foods, e.g., garlic
- c) Fluoride toothpaste
- d) An underlying health condition, e.g., diabetes

3. How often should manual toothbrushes and electric toothbrush heads be changed?

- a) Every month
- b) Every two months
- c) Every three months
- d) Every four months

4. Which of the following is a sign of gum disease?

- a) Bad breath
- b) Bleeding gums
- c) A foul taste in the mouth
- d) All of the above

5. Which of the following symptoms should **NOT** be referred to the pharmacist?

- a) Pus around a tooth or a foul-tasting discharge in the mouth
- b) Tooth pain that has spread to the jaw, ear and/or neck
- c) Toothache lasting two to three hours
- d) Persistent bad breath that does not improve with good oral hygiene

6. Adults should brush their teeth with a toothpaste containing at least how much fluoride?

- a) 500 to 1,000ppm
- b) 1,000 to 1,350ppm
- c) 1,350 to 1,500ppm
- d) 1,500 to 1,850ppm



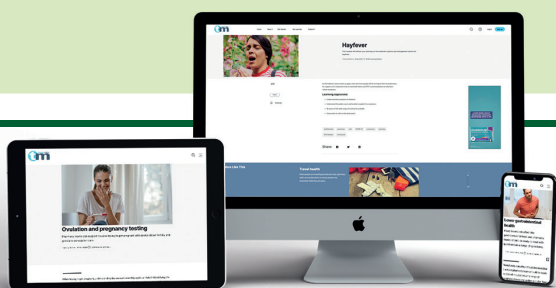
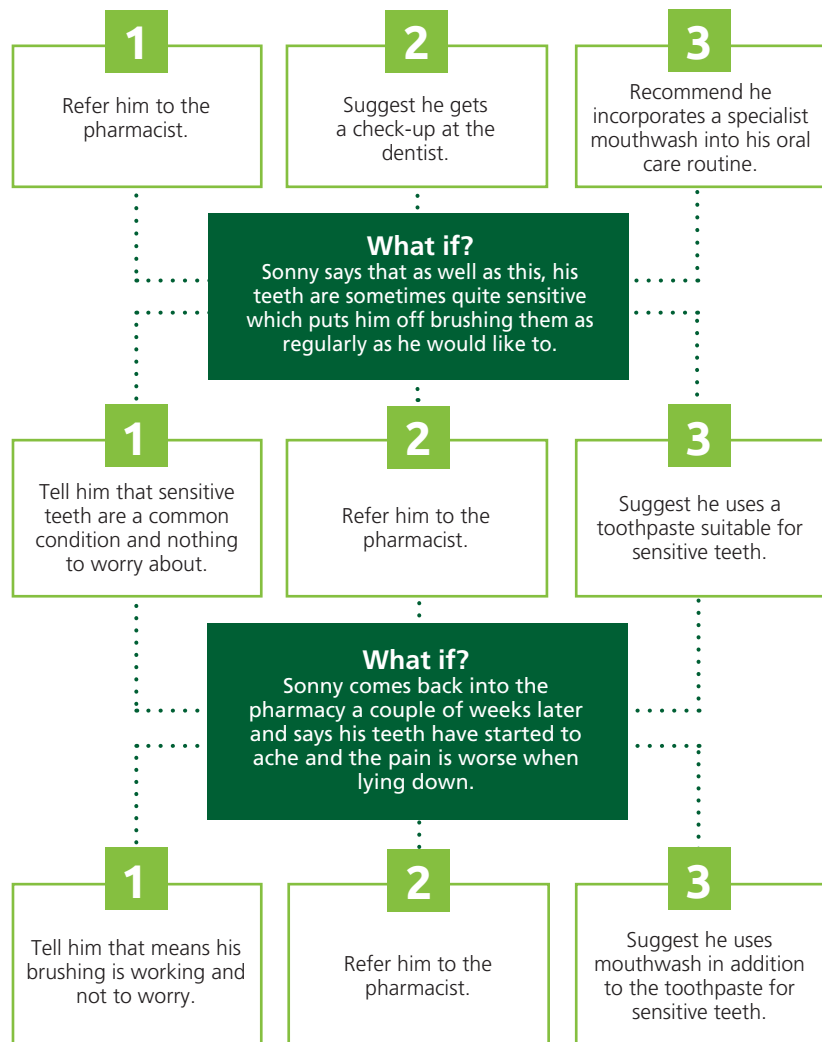
Scenario



Sonny, 30, comes into the pharmacy looking worried. He says he feels self-conscious about having bad breath and wonders if you can recommend any products that could help.

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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