

## Sample Stations - Part II (OSCE)

### SAMPLE STATION #2

Interactive Station (with a Standardized Patient) – involving a non-prescription medication

**TITLE:** Travellers' Diarrhea

#### OBJECTIVES:

- To gather relevant information and assess the patient's needs.
- To discuss appropriate preventative and therapeutic measures and referral.

#### COMPETENCIES TESTED:

##### Competency 2 Patient Care

Elements	2.1	Develop a professional relationship with the patient.
	2.2	Obtain information about the patient.
	2.3	Assess the patient's health status and concerns.
	2.4	Determine the patient's actual and potential drug therapy problems.
	2.5	Develop the patient's care plan, in partnership with the patient and in collaboration with other health professionals.
	2.6	Implement the patient's care plan.

##### Competency 7 Communication and Education

Elements:	7.1	Establish and maintain effective communication skills.
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##### Competency 8 Intra and Inter-Professional Collaboration

Elements	8.4	Accept and make referrals for specific services.
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#### CANDIDATE'S INSTRUCTIONS:

You are working in a community pharmacy. A customer will come in to ask your advice. She is leaving tomorrow for a tropical vacation. Assist her as you would in practice.

Time Frame: You have 7 minutes to complete this station.

#### SCENARIO DESCRIPTION:

A young woman who is about to leave for a resort vacation in Cancun, Mexico needs advice on avoiding travellers' diarrhea and managing it, should it occur. She is seeking advice about using Pepto Bismol that a friend had brought on a past trip a while ago but did not use.

**CLIENT:** Amy Kletchko, 22 year old female

#### Patient Background, Behaviour, Affect and/or Mannerisms:

Pleasant, excited, and has confidence in the pharmacist.

## Patient Record (Profile) Information:

Patient Name: Amy Kletchko  
Gender: Female  
Age: 22 years old  
Allergies: Acetylsalicylic acid (ASA, Aspirin) – hives and shortness of breath  
Medications: None

## Other Information (Standardized Patient responds as follows, when asked):

Current symptoms, chronology:

- When you took aspirin (ASA), you broke out in hives and experienced shortness of breath.
- It happened when you were 9-10 years old.
- You have a MedicAlert bracelet (for your allergy) – you don't always wear it.
- You try not to take medications unnecessarily – you use pressure points and drink water when you get a headache.
- You prefer not to take medication but you want something to take along in case you get diarrhea.
- You have never travelled outside of Canada and the United States before.
- You are going to Cancun, Mexico for a week (to a five star resort hotel).
- You are going to a beach resort in Cancun and you hope to take a tour of the pyramids also.
- Your skin burns quite easily when out in the sun.
- You have purchased a good sunscreen and a sun hat.
- Your travel partner told you to get something to treat travellers' diarrhea in case you get it, because it happens quite commonly in Mexico.
- Another friend gave you her unused Pepto Bismol, which she took along with her on a cruise, and suggested you might be able to use it.
- You want to be sure it's the right thing for you, so you are checking with the pharmacist.

Social / Lifestyle:

- Non-smoker.
- Moderate drinker – 3 or 4 drinks per week.

## STANDARDIZED PATIENT INSTRUCTIONS:

### Patient's Opening Statement:

“Hi...I'm leaving tomorrow morning for a vacation in Mexico. I'd like to take something along in case I get travellers' diarrhea. My friend gave me a bottle of Pepto Bismol tablets. Would that be a good choice for me?”

- a) If the candidate approves the use of Pepto Bismol OR recommends any other medication without explaining how or when to take it, the Standardized Patient **must** ask:

“I've never taken anything like this before. How should I take it?”

- b) If the candidate suggests treatment for diarrhea, but does not discuss any non-drug preventive measures (e.g. diet, food safety, hand washing, safe drinking water, etc.), the Standardized Patient **must** ask:

“Is there anything else I should do?”

**By the 5-minute mark,**

- c) If candidate has not responded to your opening question about Pepto Bismol and / or simply recommends something else, the Standardized Patient **must** say:

“I was just wondering if it would be okay to use the Pepto Bismol if I get traveller’s diarrhea (instead of buying something else).”

**THEN / OR**

- d) If the candidate recommends not using Pepto Bismol, but does not recommend any other medication, the Standardized Patient **must** ask:

“What (else) could I take for travellers’ diarrhea?”

**Closing Line:** “Thank you.”

**ASSESSOR INFORMATION** (to guide scoring):

**Problem Solved (full solution)** *if candidate fully meets all objectives:*

Objective 1

- ★ Confirms ASA allergy, including the nature of the reaction.
- ★ Cautions: do NOT take Pepto Bismol AND explains rationale.

Objective 2

- ★ Suggests appropriate drug therapy.
- ★ Recommends appropriate dosage.
- ★ Recommends when to seek immediate medical attention.
- ★ Recommends non-drug preventive measures.

**Solved/Marginal (partial solution)** *if candidate meets both objectives but less thoroughly:*

- ★ Confirms ASA allergy, BUT does NOT ask about the nature of the reaction.
- ★ Cautions: do NOT take Pepto Bismol – BUT does NOT explain why.

Objective 2

- ★ Suggests appropriate drug therapy, BUT less thoroughly.
- ★ Does NOT recommend appropriate dosage.
- ★ Does NOT recommend when to seek medical treatment.
- ★ Recommends non-drug preventive measures.

**Uncertain (unsolved/marginal)** *if candidate does not meet one objective:*

- ★ Does NOT confirm ASA allergy.
- ★ Does NOT caution to NOT take Pepto Bismol.
- ★ Suggests appropriate drug therapy.
- ★ Does NOT recommend preventive non-drug measures.

**Unsolved** *only if one or more of the following apply:*

- ★ Recommends potentially harmful medication.
- ★ Does NOT discuss appropriate drug therapy.

**STATION MATERIALS AND REFERENCES:**

**Reference:** e-therapeutics.ca (document): Travellers' Diarrhea

**Non-prescription Medications:** Imodium tablets or caplets  
Metamucil  
Pepto Bismol tablets  
Pedialyte  
Gastrolyte

**CHECKLIST** (expected candidate responses):

1. Confirms patient identity.
2. Determines patient has not conferred with physician / other HP.
3. Confirms:
  - ASA allergy
  - nature of ASA allergy (reaction)
4. Cautions: Do NOT take Pepto Bismol / Pepto Bismol is not appropriate / unsafe.
5. Explains rationale:
  - contains salicylate (aspirin-like substance)
  - may cause an allergic reaction
6. Suggests Imodium for travellers' diarrhea.
7. Recommends appropriate dosage of Imodium: 2 tablets to start, then 1 tablet after each loose bowel movement to a maximum of 8 tablets daily.
8. Recommends when to seek immediate medical attention (e.g. for [persistent] diarrhea; if accompanied by fever, blood in stool and/or persistent vomiting).
9. Recommends appropriate hydration / electrolyte replacement for diarrhea (e.g. increased fluid intake; Gastrolyte or Pedialyte).
10. Recommends non-drug preventative measures (e.g. use only bottled water [for drinking, making ice, brushing teeth]; wash fresh fruit and vegetables using bottled water OR peel them before eating; avoid high fat / extra spicy foods).
11. Discusses other travel health needs (e.g. vaccinations, mosquito protection, sun protection).
12. Refers to travel health professional.
13. Suggests wearing a MedicAlert bracelet / tag with ASA allergy information.
14. Recommends potentially harmful medication (e.g. agrees that Pepto Bismol can be taken).  
**(Unsolved).**

**RATINGS** (to be based on standard rating guidelines and Assessor Information above):

**Communications**

- 4=Acceptable
- 3=Acceptable/Marginal
- 2=Unacceptable/Marginal
- 1=Unacceptable

**Outcome**

- 4=Problem Solved
- 3=Solved/Marginal
- 2=Uncertain
- 1=Unsolved

**Performance**

- 4=Acceptable
- 3=Acceptable/Marginal
- 2=Unacceptable/Marginal
- 1=Unacceptable

**Misinformation**      Yes No

**Risk to Patient**      Yes No