



ENTRI

OET

STUDY MATERIAL

SPEAKING

ROLE-PLAYER CARD

Setting: Dental Clinic

Patient: You are a 25-year-old student who has come to the clinic for a routine check-up. You have not visited a dentist for over two years and have been experiencing some tooth sensitivity and occasional bleeding gums. You are also concerned about the appearance of your teeth and want to know about cosmetic dentistry options.

Task:

- When asked, say that you have been experiencing some tooth sensitivity and occasional bleeding gums. Say that you are concerned about the appearance of your teeth and wants to know about cosmetic dentistry options.
- Express your worry about having tooth sensitivity and bleeding gums - ask if it means you have cavities or need a root canal
- Admit that you do not have a good oral hygiene routine - you brush your teeth once a day, rarely floss, sometimes use mouthwash, eat a lot of sugary snacks and smoke occasionally
- Tell the nurse that you are unhappy with your smile - you think your teeth are too yellow, crooked and uneven
- Ask about different cosmetic dentistry options - such as whitening, veneers, braces, etc. - and how much they cost

CANDIDATE CARD

Setting: Dental Clinic

Nurse: You are speaking to a 25-year-old student who has come to the clinic for a routine check-up. He/She has not visited a dentist for over two years and has been experiencing some tooth sensitivity and occasional bleeding gums. He/She is also concerned about the appearance of his/her teeth and wants to know about cosmetic dentistry options.

Task:

- Ask the patient the reason for visit
- Explain to him/her the causes and consequences of tooth sensitivity and bleeding gums (e.g. enamel erosion, gum disease, tooth decay, etc.)
- Say that dentist will assess her condition and provide the necessary treatment. Ask the patient about his/her oral hygiene habits (brushing, flossing, mouthwash, diet, smoking, etc).
- Emphasise the importance of regular dental visits and preventive care
- Explore his/her expectations and motivations for cosmetic dentistry (what aspects of his/her smile he/she wants to improve, how it affects his/her self-esteem, etc.)
- Discuss different cosmetic dentistry options available (whitening - lightens the color of the teeth by several shades, veneers - cover imperfections, braces - straighten the teeth and correct bite problems, etc.)
- Resist giving any specific recommendations or costs for cosmetic procedures until the dentist has examined him/her. Reassure him/her that the dentist will discuss all the possible options and answer any questions he/she may have

SAMPLE ROLE-PLAY TRANSCRIPT

Nurse: Good afternoon. My name is Julie and I'm a nurse in this dental clinic. I'm happy to assist you. May I know your name and age?

Patient: Good afternoon. My name is Ravi Kumar, and I'm 25.

Nurse: Nice to meet you, Ravi. What are you doing?

Patient: Well, I'm a student. I'm doing my masters.

Nurse: Great. What brings you to the clinic today?

Patient: I have been experiencing some tooth sensitivity and occasional bleeding gums. I'm also concerned about the appearance of my teeth and want to know about cosmetic dentistry options.

Nurse: I see. How long have you had these symptoms?

Patient: For a few months now. I'm worried that it means I have cavities or need a root canal.

Nurse: Well, tooth sensitivity and bleeding gums can have various causes and consequences. For example, they can be caused by enamel erosion, gum disease, tooth decay or other factors. They can also lead to more serious problems such as infection, tooth loss or damage to the nerves and blood vessels. That's why it's important to get them checked by a dentist as soon as possible.

Patient: Oh, that sounds scary.

Nurse: Don't worry, the dentist will assess your condition and recommend the best treatment for you. But before that, can you tell me about your oral hygiene habits? How often do you brush your teeth or floss?

Patient: Well, to be honest, I don't have a good oral hygiene routine. I brush my teeth once a day, that is in the morning, and I rarely floss.

Nurse: Okay. Do you use mouthwash?

Patient: Yes, sometimes I use mouthwash.

Nurse: Good. Anything special about your eating habits?

Patient: Hmm, I eat a lot of sugary snacks, to be frank.

Nurse: Okay. Do you smoke?

Patient: I smoke occasionally.

Nurse: Thank you for giving me the details. I understand that it can be hard to maintain a good oral hygiene routine when you are busy with your studies. But you should know that these habits can affect your oral health and appearance. For example, brushing twice a day with fluoride toothpaste can help prevent plaque build-up and tooth decay. Flossing daily can help remove food particles and bacteria from

between your teeth and gums. Using mouthwash can help freshen your breath and reduce inflammation. Eating a balanced diet with less sugar can help prevent cavities and enamel erosion. And quitting smoking can help improve your gum health and prevent staining.

Patient: Wow, I didn't know that.

Nurse: Yes, these are some simple ways to improve your oral health and prevent future problems. You should also visit the dentist regularly for check-ups and cleanings. This way, you can detect and treat any issues early and avoid more complicated procedures later.

Patient: How often should I visit the dentist?

Nurse: Ideally, you should visit the dentist every six months or as advised by your dentist. This will help keep your teeth and gums healthy and strong.

Patient: Okay, I'll try to do that.

Nurse: Good. Now, let's talk about your cosmetic dentistry expectations and motivations. What aspects of your smile do you want to improve?

Patient: Well, I'm unhappy with my smile. I think my teeth are too yellow, crooked and uneven. I want to have a perfect smile because it will boost my confidence and make me more attractive.

Nurse: I understand how you feel. A smile is one of the first things people notice about us and it can affect our self-esteem and social interactions. There are different cosmetic dentistry options available to enhance your smile depending on your needs and preferences. For example, whitening can lighten the color of your teeth by several shades. Veneers can cover imperfections such as chips, cracks, gaps or stains. Braces can straighten your teeth and correct bite problems. And so on.

Patient: That sounds amazing. How much do these options cost?

Nurse: Well, the cost of cosmetic dentistry varies depending on the type of procedure, the materials used, the extent of work required, etc. It also depends on your dental insurance coverage and payment plan options. The dentist will be able to give you a more accurate estimate after examining your teeth and discussing your goals with you.

Patient: Okay, thank you.

Nurse: You're welcome. Do you have any other questions or concerns before I take you to the dentist?

Patient: No, not really.

Nurse: Alright then. Let's go see the dentist now. He will take good care of you and answer any questions you may have about cosmetic dentistry or anything else related to your oral health. Thank you for choosing our clinic and have a nice day!