



# HANDOUT

## Role play instructions

### Instructions for role plays: Drug shop vendor/Pharmacist

Pretend that you are meeting the caregiver with child for the first time. Ask the caregiver for child's name and age. Pretend that there is a health center nearby to which you can refer the client, if needed. Remember to:

- Treat caregiver with respect and create friendly, non-judgmental environment
- Ask about all three symptoms (cough, fever, diarrhea)
- Assess for danger signs
- Provide referral and/or treatment as appropriate
- Provide instructions to caregiver on treatment schedule, how to give the medicine, and how to prepare it at home
- Check caregiver's understanding by asking open-ended questions
- Explain when to take a child to a higher-level health facility

Apply your prior experience along with what you have learned during the training and use the iCCM On-the-Job Reference Booklet to manage child's condition and provide advice to caregiver.

### Instructions for role plays: Observer

While observing the interaction between the provider and client, remember to:

- Record how well the provider addresses the case-specific issues.
- Be prepared to give feedback to the provider regarding how well he or she addressed the client's needs.
- Pay particular attention to whether the provider:
  - Treated client with respect/created friendly environment
  - Used communication skills effectively by using simple language, asking closed-ended and open-ended questions as appropriate, using non-verbal communication effectively (e.g., paying full attention, shows interest and concern, using encouraging gestures)
  - Provide instructions to caregiver on treatment schedule, how to give the medicine, and how to prepare it at home
  - Check caregiver's understanding by asking open-ended questions
  - Explain when to take a child to a higher-level health facility
  - Addressed age/gender-related issues as appropriate

### Instructions for role plays: Client

Prior to the start of the interaction:

- Read the role play scenario carefully and make sure you understand your character's situation.
- Use the information in the scenario to respond to the provider's questions. If something is not mentioned in the scenario, assume your answer will be "No."
- Feel free to ask the provider questions.