**Transcript of Year 2 Communication Tutorial**

**Second Case Scenario**  
“Patient name is Mrs Joyce Donaldson. The second-year dental student KCL will take history. You've been asked to see Mrs Joyce Donaldson, who has recently finished a course of dental treatment, 1 extraction and two restorations. She’s going to benefit from some advice, EG toothbrushing technique and flossing to maintain her health. Your task is to offer and explain this oral health information.”

**Dentist:** Hello, good day. My name is -----. I am a dental student.  
**Patient:** Hello. My name is Joyce. It doesn't look very warm though. Do you have a coat?  
**Dentist:** I do.  
**Patient:** OK. Yes, I just got up and and perhaps because it's very cool. Very cool today.  
**Dentist:** What's your date of birth?  
**Patient:** Oh, it's a bit cheeky.  
**Dentist:** Sorry, it's just usual questions that we have to ask before we start, right?  
**Patient:** I'm 1st July.  
**Dentist:** Thank you very much. So how's your day been doing?  
**Patient:** Well, it's been OK. It's a bit of a journey. It's a bit out of the way. I live in Tottenham. I got 2 buses. It took me 2 hours because of the journey. Bus number 73 and then I changed to the 149. A lot of traffic. Why do you live?  
**Dentist:** I live around the hospital. So, you don't need to take buses.  
**Patient:** I thought I will make the most of the day, so I'll go to the shops after. My grandson's birthday is coming up. So I thought I will do some shopping.  
**Dentist:** Ok, I understand that you've had a previous extraction and two restorations. How long ago was that?  
**Patient:** Oh, I'm not sure. Does it say that maybe it was two months ago?  
**Dentist:** OK, so have a look at the system, and I think you've had it around three weeks ago, which is usually around the time that we're using our service to come back in for a follow-up. Have you been experiencing any problems since then, or for example, when you're brushing?  
**Patient:** No, no pain.  
**Dentist:** They were very good. And did you receive any advice on how to make sure that there are no more extractions needed?  
**Patient:** No, I don't think so. I do not really want gaps between teeth.  
**Dentist:** The advice we will be giving you soon will help you maintain good oral health. We will be giving you instructions on how and when to brush your teeth so that we can prevent any plaque from building. Do you understand what plaque is and how that impacts your mouth?  
**Patient:** Umm, I'm not sure, but I have been brushing my teeth for a very long time.  
**Dentist:** So plaque is something that forms on your teeth when you eat food, for example, or take sugary drinks. Sometimes we can define it as like the food just gets stuck around your gums, and it's really helpful when we use something like a toothbrush to take that away and stop it.  
**Patient:** Yes, I like to brush all the dirt very hard.  
**Dentist:** OK. And how many times a day do you brush your teeth?  
**Patient:** I brush my teeth twice a day.  
**Dentist:** OK, that's very good. We usually recommend to patients to brush twice a day: in the morning and in the evening before we go to bed.  
**Patient:** Sounds good. Is that before breakfast or after breakfast in the morning?  
**Dentist:** After breakfast. That's actually fine if you brush within 20 minutes of your breakfast. But preferably I think it's easier to brush once you wake up in the morning. How does that sound?  
**Patient:** Oh, oh, yes. I'm sure that's brilliant.  
**Dentist:** And what about brushing your teeth in the evening? Do you do that?  
**Patient:** Sometimes.  
**Dentist:** We usually recommend brushing for around 2 minutes.  
**Patient:** OK, I'll have to remember that. We've been teaching my grandson how to brush his teeth.  
**Dentist:** Actually, it's nice to start from a young age.  
**Patient:** Yes, but I think he got his first tooth quite late. He was around 1.5 years. That’s quite late. But my daughter had her first tooth when she was six months.  
**Dentist:** It's OK. Thank you for telling me. I just want to ask you about the extraction that you've had. Sometimes with extractions, it's quite sensitive around the area. How have you been brushing your teeth at night?  
**Patient:** It's umm, it's been alright. One of my friends bought a toothbrush for £80 the other day. Can you believe it?  
**Dentist:** Electronic toothbrushes can be expensive, but there are other cheaper options available in markets. Have you heard of interdental toothbrushes to brush between your teeth?  
**Patient:** No.  
**Dentist:** OK, they are single-tufted tiny little brushes with a handle on the end. They cost around £2.  
**Patient:** That’s manual then?  
**Dentist:** Yes. When using your toothbrush, move up and down and back and forth. Hold the brush at a 45-degree angle to the tooth to make sure you're cleaning all the surfaces. Does that sound OK?  
**Patient:** Yes, it sounds a bit complicated.  
**Dentist:** Hope you understand the oral hygiene instructions. Do you have any questions about what we covered today? Would you like me to repeat anything?  
**Patient:** Ohh no no, it's been a lot though. It's been lovely. Yes.  
**Dentist:** OK, it was lovely meeting you. And are you booked in for six months?  
**Patient:** Ohh, I didn't know if I'm coming back here. They said I should go back to my usual dentist.  
**Dentist:** That’s right? And who's "they"?  
**Patient:** That’s in-state new. It's a bit out of my way, but I mean I can get the 73 bus there too. Thank you very much.  
**Dentist:** Thank you.