Getting into character

- **What do we understand about the patient's backstory?**
    - Backstory = patient's background, interests, family, job and so on.
    - Will help the SC bring the patient to 'life' and in understanding the patient
        - What is the patient's typical day like? Has anything changed in his life as a result of his symptoms or issues?

        - Who does the patient live with? What kind of relationship does she have with each of these people? Who else belongs to her support system? What do they think of her symptoms?

        - What did the patient do just before coming to the clinic/pharmacy? Does he have plans immediately after seeing the pharmacist? How will what the pharmacy student says affect those plans?

- **What are the SPs' assumptions about the patient (spoken or unspoken)?**
    - What do you think about the patient? Describe……

- **What are the patient's (the character's) expectation about the upcoming encounter with the pharmacy student?**
    - What does the patient think is going on with her? What does she think her symptoms mean?

    - What does the patient want the pharmacist to do for her?

    - What does she think (or hope) the pharmacist will tell her?

    - What is he afraid to hear or find out? Why?

Coaching Standardized Patients for Use in the Assessment of Clinical Competence, by Peggy Wallace (University of California at San Diego School of Medicine), 2007, Springer Publishing Company.