

Table 1 Simulated patient information for a common cold

Enquiry by pharmacy personnel	Simulated patient response
Patient information	Female patient aged 22 years
Symptoms	Sneezing and a runny nose and. No cough or sore throat
Duration of symptoms	A few days
Previous habit of using the requested medicine	Previous use of a sedative drug which was good for a common cold. Have forgotten the name of the product
Used of any medication for the current symptoms	Nothing taken yet
History of allergy	Not allergic to anything
Other relevant medication?	Request a sedative medication