**SCENARIO: MAI**

Your current role is in the Community Health Care team. You are currently supervising Mai who is a new student in your department.

Evelyn, one of the patients tells you: “I don’t like that new student Mai, please keep her away from me”. Curious, you spend some time with the patient to explore the reasons for this request and discover that she feels Mai does not like her and does not listen to her.

You observe Mai’s interaction with another patient. While Mai asks all the ‘right questions’ in a fixed order, she does so with a very abrupt style and does not appear to develop any rapport with the patient. Mai makes no attempt to chat or to respond to cues from the patient.

Later when you ask Mai about assessing the patient, she tells her it all went well and she correctly lists all the relevant clinical problems.

* What are the issues?
* What would you say to Mai?
* What will you do next?

**More information: Mai**

You take Mai aside later in the day and ask how she is settling into the placement and if she has any concerns she would like to discuss.

Mai tells you that this is her first clinic and she worries that some of the staff at the Community Health Centre do not appear to respect the elderly patients. She says she has seen the staff ‘boss’ the patients about and make them do things against their will.

Mai also says she doesn’t want to be rude to her patients and she is conscious not to waste their time in the clinic just chatting when she knows there are other activities they need to be involved in.

* What do you do next?
* Develop a script that could be used to address this situation
* Rehearse the script in preparation for sharing with the group.