

ROLE PLAY: GOING TO THE DENTIST

B1-B2 | Teens / Adults | Speaking + Functional Language | 45-55 minutes

1. USEFUL PHRASES

Patient

I'd like to understand the options.
I'm nervous about the treatment.
Could we agree on a signal to pause?
What would that involve?
Could I have a written estimate?
Does that include the follow-up visit?
I've had discomfort since ...
Who should I contact afterwards?

Dental team

Let's look at it together.
I'll explain before we begin.
We can pause if you need to.
Which part concerns you most?
Let's compare the options.
I'll set out the costs in writing.
We should assess that before advising you.
What questions do you still have?

2. MODEL CONVERSATIONS

A. DISCUSSING A PLAN

Patient: Before I decide, **I'd like to understand the options.** I couldn't follow all the explanation earlier.

Dentist: Of course. **Let's look at it together.** This picture shows the area we're discussing.

Patient: Thank you. **What would that involve?** Would everything happen in one appointment?

Dentist: We'll discuss the stages for each option. **Which part concerns you most?**

Patient: The length of the appointment, and the cost. I need to arrange time away from work.

Dentist: I understand. **I'll set out the costs in writing,** along with the planned appointments.

Patient: **Does that include the follow-up visit,** or is that separate?

Dentist: I'll list what's included so you can compare the options clearly.

Patient: Good. I don't want to agree today without knowing the full plan.

Dentist: That's understandable. **What questions do you still have?**

Patient: Who can I contact after I've read the estimate at home?

Dentist: The clinic number is on the plan. Tell reception you have a question for the dental team.

B. FEELING NERVOUS

Dentist: Before we start, is there anything you'd like to tell me or ask?

Patient: Yes. **I'm nervous about the treatment.** My last appointment was difficult.

Dentist: Thank you for telling me. What would help you feel more comfortable today?

Patient: Knowing what's happening before you do it. **Could we agree on a signal to pause?**

Dentist: Certainly. You can raise your hand, and we'll pause. **I'll explain before we begin.**

Patient: That helps. Sometimes I need a moment to ask a question.

Dentist: Of course. **We can pause if you need to.** Is there anything else you're worried about?

Patient: The words in the treatment plan. I don't really understand a few of them.

Dentist: Let's go through those first. Which word would you like me to explain?

Patient: This one beside the second appointment. I wasn't sure whether it meant another procedure.

Dentist: I'll explain that part and check that the planned visits are clear before we continue.

Patient: Thank you. I feel better knowing I can ask rather than just nod along.

Notice how the speakers give details, ask follow-up questions and respond to each other.

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3. ROLE-PLAY CARDS

Work in pairs. Read only your own role. Decide what to say; don't write a full script. Find a solution, then swap roles and change one detail.

ROLE PLAY 1: COMPARING A TREATMENT PLAN

Student A - Patient

You've been shown two treatment options but don't understand the stages or costs. You're not ready to decide today. Ask for plain explanations, a written estimate and information about follow-up visits. Agree how to ask further questions after reading it.

Student B - Dentist

Use fictional options called Plan A and Plan B, without inventing clinical procedures. Plan A involves one appointment; Plan B involves two. Practise explaining stages and providing a written estimate rather than recommending treatment. Ask about the patient's concerns and allow time to consider.

ROLE PLAY 2: DISCOMFORT AFTER A VISIT

Student A - Patient

You've had discomfort since a recent filling. Call the clinic with the appointment date and explain when you notice it. Ask how the dental team can assess the concern and what happens next. Don't assume that discomfort is normal or dangerous.

Student B - Receptionist

Ask for the date, symptoms and contact details. Explain that the dental team must assess the concern and advise on the appropriate next step. Don't diagnose, recommend medicine or guarantee waiting is safe. Confirm how the person will receive the team's advice.

ROLE PLAY 3: ASKING FOR A PAUSE

Student A - Patient

You're nervous about a dental appointment and find it hard to speak once treatment begins. Ask to agree on a pause signal, hear explanations before each step and discuss a word you don't understand. Explain what would help rather than pretending you're fine.

Student B - Dentist

Invite the person's concerns before starting. Agree that they can raise a hand to request a pause, explain steps beforehand and discuss unfamiliar wording. Check understanding and consent. Don't dismiss anxiety or promise a completely painless experience.

After each role play: Say what you agreed and which phrase helped. Repeat with one new detail.

Teacher note: Prepare for 2-3 minutes and speak for 3-4 minutes. Encourage follow-up questions, not memorised scripts. Language practice, not dental advice. Treatment decisions belong with the dental team.