

Transcript:

Parameters

Points: presents the instructions/information in exactly 5 clear, identifiable, and separable points

Jargon: sometimes uses medical jargon even when not completely necessary

Surgical Procedure: ear tube placement

Knowledge Check: the nurse asks one question, which is answered correctly by the parent.

Tone: semi-professional, neutral; teach-back questions avoid discomfort but aren't optimized for maximum understanding and compliance. For example: 'Would you mind briefly explaining that last point I made so that I don't jump too far ahead as we discuss?' or 'Just to confirm that we're on the same page, what would we do if...?'

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Nurse: Hi there! My name is Jordan, and I'm the nurse working with Dr. Austin today. We're going to go over some information about the ear tube placement surgery your child will be having.

Parent: Okay, thank you.

Nurse: To start, this procedure is typically well-tolerated. Most children experience more effects from the anesthesia, such as grogginess or irritability, rather than discomfort from the ear tubes themselves. It's quite common to see some drainage from the ears post-operation, which is expected as the tubes will help release any fluid trapped behind the eardrum.

Parent: Got it, that makes sense.

Nurse: Great! Here are five key points to remember after the procedure:

1. Your child may feel sleepy or cranky for a short period after waking up due to the anesthesia.
2. Drainage from the ears can be normal, and it may be yellow, green, or even bloody. If it becomes excessive, please notify us.
3. We will provide you with ear drops to administer twice a day for one week. These drops will help clean any drainage and keep the ears healthy.
4. Your child can return to normal activities like bathing and eating their regular foods after surgery, but they should use waterproof earplugs when swimming in any potentially contaminated water, like lakes or oceans.
5. If your child experiences any unusual ear drainage in the future, please call our office for advice on whether to use the ear drops again.

Parent: Okay, that sounds clear.

Nurse: I know that was a lot of information. To ensure that I explained everything clearly, can you tell me how often you will be using the ear drops after surgery?

Parent: I will use the drops twice a day for one week.

Nurse: Exactly right! And if you notice any unusual drainage from your child's ears in the future, what

will you do?

Parent: I will call your office to ask for advice and possibly get more ear drops if needed.

Nurse: Perfect! You're really getting the hang of this. Remember, you will receive a printed copy of these instructions for your reference. If you have any questions or concerns after you leave, please don't hesitate to reach out to us.

Parent: Thank you so much for the information!

Nurse: You're very welcome! Wishing your child a smooth and successful surgery!