

Transcript:

Parameters

Points: presents the instructions/information in less than 5 points which are completely clear, identifiable, separable, and easy to follow

Jargon: only uses medical jargon when completely necessary

Surgical Procedure: central venous port

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

Tone: professional, empathetic, informative; teach-back questions encourage understanding and optimize compliance while maintaining a positive environment. For example: 'Just to ensure I explained everything well, could you tell me...?' or 'Could you show me how you'll handle the bandages, just so I know you were clear enough?'

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Nurse: Hi there! My name is Sarah, and I'm the nurse working with Dr. Thompson today. I'll be going over some important information regarding your child's care after the central venous port placement.

Parent: Okay, that sounds good.

Nurse: Great! After the procedure, it's important to keep the port area clean and dry. Here are a few key points to remember:

1. ****Keep the area clean****: You can clean the site gently with soap and water, but avoid scrubbing it.
2. ****Watch for signs of infection****: Look for redness, swelling, or discharge at the site.
3. ****Avoid heavy lifting or strenuous activities****: Your child should refrain from activities that could stress the port site for at least a week.
4. ****Change dressings as instructed****: You'll receive specific instructions on how often to change the dressing, usually every few days or if it becomes wet or dirty.
5. ****Follow up appointments****: Make sure to attend all scheduled follow-ups with the doctor to monitor the port.

I know this is a lot of information to take in. Just to ensure I explained everything well, could you tell me in your own words how you will take care of the port area at home?

Parent: Sure! I will keep the area clean with soap and water, and I'll watch for any signs of infection like redness or swelling. I'll also make sure to avoid heavy lifting for a week and change the dressings according to the instructions.

Nurse: Exactly! You've got it. And what signs of infection should you be looking out for?

Parent: I should watch for redness, swelling, or any discharge from the site.

Nurse: Correct! Those are key signs to monitor. Lastly, remember to keep up with the follow-up appointments, as they are crucial for ensuring everything is healing as it should. If you have any other questions or concerns, please feel free to reach out to us.

Parent: Thank you so much for your help!

Nurse: You're welcome! We'll provide you with written instructions as a reference for home. Don't hesitate to call if you have any questions later on. Have a great day!