

Transcript:

Parameters

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

Jargon: only uses medical jargon when completely necessary

Surgical Procedure: kidney transplant

Knowledge Check: the nurse asks three questions; the first two are answered incorrectly, the last correctly.

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...?'

Transcript:

Nurse: Hello! My name is Sarah, and I'm the nurse working with Dr. Smith today. I'm going to go over some post-operative care instructions for your child after their kidney transplant. Does that sound okay?

Parent: Yes, that sounds good!

Nurse: Great! First, it's important to know that your child will need to stay in the hospital for about 3 to 7 days after the surgery. During this time, we will monitor their kidney function and overall recovery. After they go home, here are some key points to remember for their care:

1. ****Medication Management****: Your child will be prescribed immunosuppressant medications to help prevent rejection of the new kidney. It's crucial to give these medications exactly as directed.
2. ****Diet****: A low-salt diet is typically recommended after the surgery. You can gradually reintroduce solid foods, but focus on low-sodium options.
3. ****Hydration****: Encourage your child to drink plenty of fluids to help their new kidney function well. Aim for at least 6-8 cups of water or other fluids daily.
4. ****Activity Restrictions****: Your child should avoid strenuous activities, especially contact sports, for at least 3 months to allow for proper healing.
5. ****Follow-Up Appointments****: It's important to keep all follow-up appointments with the transplant team so we can monitor their recovery and kidney function closely.

I know this is a lot of information! Just to confirm we're on the same page, can you tell me how you'll manage the medication after your child comes home?

Parent: I will make sure to give them their medications after each meal.

Nurse: That's a good start, but just to clarify, the immunosuppressant medications should be taken at the same time every day, regardless of meals. Can you tell me how often you'll give the medications?

Parent: Oh, I thought they were just for after meals. So, it's at the same time every day?

Nurse: Yes, exactly! And how will you keep track of when to give those medications?

Parent: I guess I can write it down on a calendar to remind me.

Nurse: That sounds like a great idea! Keeping a schedule will help you manage it well. Now, regarding their diet, what kind of foods do you think will be best for them after the surgery?

Parent: I'll probably just make sure they eat lots of fruit and vegetables.

Nurse: Fruits and vegetables are excellent! Just remember to keep the sodium low. Now, just to double-check, what should you do if your child starts feeling unwell or shows signs of infection?

Parent: I should take them to the doctor right away.

Nurse: That's right! If you notice any fever, unusual swelling, or changes in urine output, please reach out to the transplant team immediately. Thank you for being so engaged! If you have any more questions or concerns, please don't hesitate to ask.

Parent: Thank you for the information! I appreciate it.