

# 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: liver transplant

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?'

## *Transcript:*

Nurse: Hello! My name is Sarah, and I'm the nurse working with Dr. Thompson today. I'm here to go over the post-operative care instructions for your child's liver transplant surgery.

Parent: Hi, nice to meet you, Sarah.

Nurse: It's great to meet you too! This is a significant procedure, and I want to ensure you feel prepared for the care your child will need after surgery. I'll summarize the key points, and then I'll ask a couple of questions to check your understanding. Does that sound okay?

Parent: Yes, that sounds good.

Nurse: Wonderful! Here are the main points you need to know for post-operative care:

1. **\*\*Medications\*\***: After surgery, your child will be on immunosuppressive medications to prevent rejection of the new liver. It's crucial to give these medications exactly as prescribed, typically twice a day.
2. **\*\*Monitoring for Rejection\*\***: Watch for any signs of liver rejection, such as a yellowing of the skin or eyes (jaundice), dark urine, or severe abdominal pain. If you notice any of these symptoms, call us immediately.
3. **\*\*Dietary Restrictions\*\***: After the first few days, your child will gradually transition back to a normal diet. However, for the first week, we recommend a soft diet to avoid stressing the digestive system.
4. **\*\*Activity Level\*\***: Your child will need to rest and should not engage in any strenuous activities for at least six weeks post-surgery. Gentle walks are encouraged as they start to feel better.
5. **\*\*Follow-Up Appointments\*\***: It's essential to attend all follow-up appointments. These are crucial for monitoring your child's recovery and adjusting medications if necessary.

I know this is a lot of information, so let's make sure I explained everything clearly. Can you tell me how

often your child will need to take their immunosuppressive medications after the surgery?

Parent: They will need to take them twice a day.

Nurse: Exactly right! And what are some signs that you should watch for that may indicate liver rejection?

Parent: If they have jaundice, dark urine, or severe abdominal pain.

Nurse: Perfect! You've got it. Those are very important signs to monitor. Now, regarding diet, what kind of diet will your child follow in the first week after surgery?

Parent: A soft diet, right?

Nurse: Yes, that's correct! A soft diet will help ease the digestive process during the initial recovery phase. Lastly, how long should your child avoid strenuous activities after surgery?

Parent: For at least six weeks.

Nurse: Correct! It's important for their healing process. You'll receive printed instructions to take home, and if you have any questions or concerns at any time, please don't hesitate to reach out to us.

Parent: Thank you so much for explaining everything, Sarah!

Nurse: You're very welcome! We're here to help, and I wish your child a smooth recovery from the surgery.