

Transcript:

Parameters

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

Jargon: sometimes uses medical jargon even when not completely necessary

Surgical Procedure: removal of skin lesions

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 Sarah, and I'm the nurse working with Dr. Smith today. I'm going to go over some post-operative care instructions with you regarding your child's recent skin lesion removal.

Parent: Okay, that sounds good.

Nurse: Great! So, after the procedure, there are a few key points to remember to ensure a smooth recovery. First, keep the surgical area clean and dry. You can gently clean it with mild soap and water, but avoid scrubbing the area. Second, we will have given you a dressing to apply to the site; please change this dressing daily or if it becomes wet or soiled. Third, keep an eye out for any signs of infection, such as increased redness, swelling, or discharge. If you notice any of these symptoms, please contact us right away. Fourth, your child may experience some discomfort or pain, so you can administer the pain medication as prescribed. Lastly, avoid any strenuous activities or swimming for at least one week post-surgery to allow for proper healing.

Parent: Got it!

Nurse: I know this is quite a bit of information, so just to confirm that we're on the same page, could you please explain back to me how you will care for the surgical site?

Parent: I will keep it clean and dry, change the dressing daily, and watch for any signs of infection like redness or swelling.

Nurse: Exactly! That's perfect. And what will you do if you notice any signs of infection?

Parent: I will call the office immediately if I see any increased redness, swelling, or unusual discharge.

Nurse: Great! You're doing an excellent job keeping track of this information. If you have any questions or concerns at any time, please don't hesitate to call us. We will also provide you with written instructions to refer back to.

Parent: Thank you so much for the information!

Nurse: You're very welcome! Remember, it's important to follow these instructions closely to ensure a smooth recovery. If anything comes up, we're here to help.