

# 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: hernia repair

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

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: Hi there! My name is Sarah, and I'm the nurse working with Dr. Thompson today. I'm going to go over some important post-operative care information after your child's hernia repair surgery. Is that okay with you?

Parent: Yes, that sounds good.

Nurse: Great! After the surgery, your child will need to rest and take it easy for at least a week. Here are a few key points to remember:

1. Pain Management: You will be given a prescription for pain medication. It's important to give this to your child as needed but not more than what the doctor recommends.
2. Activity Restrictions: For the first two weeks, your child should avoid any heavy lifting or strenuous activities. Gentle play is okay, but nothing that could stress the surgical site.
3. Wound Care: Keep the surgical area clean and dry. You can change the bandages as instructed, and if you notice any excessive redness or drainage, please call us.
4. Signs of Complications: Watch for any signs of fever over 101°F, increased pain, or unusual swelling. If you see these symptoms, please contact us immediately.
5. Follow-Up Appointment: You will need to schedule a follow-up appointment in about one week to check on the healing process.

Now, I know this was a lot of information. To make sure I did a good job explaining everything, could you tell me how often you should give the pain medication?

Parent: Every four hours, right?

Nurse: Actually, you'll want to follow the instructions given by the doctor carefully, which may be more

specific. It could be every six hours or as needed. Let's clarify that again. Can you tell me what you will do if your child experiences increased pain?

Parent: I would just give them more medicine if they are hurting.

Nurse: I appreciate your response, but it's important to stick to the prescribed schedule and not exceed the maximum dose. If the pain increases despite the medication, please call us instead. Now, could you share how you will take care of the surgical area?

Parent: I'll make sure to keep it clean and dry, and I'll change the bandages as needed.

Nurse: Exactly! That's perfect. Just remember to look for any signs of infection like excessive redness or drainage. Lastly, what will you do if your child has a fever above 101°F?

Parent: I will call the doctor right away.

Nurse: That's correct! It's crucial to keep an eye on that. You're doing great. If you have any more questions or concerns as you go through this recovery, please don't hesitate to reach out. You will also receive printed instructions to refer to at home.

Parent: Thank you so much for your help!

Nurse: You're welcome! I'm glad to help. Take care, and we'll see you for the follow-up appointment!