

## 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: catheter placement

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

Tone: unprofessional, somewhat disrespectful, rushed; teach-back questions cause discomfort or shame. For example: 'You understood all that, right?' or 'Repeat what I just said so I know you understand.'

### *Transcript:*

Nurse: Hey there, I'm the nurse for today, working with Dr. Smith. We're doing a catheter placement for your child. You got that, right?

Parent: Yes, I understand.

Nurse: Good. So, just to keep it short, here's what you need to know. First, the procedure is quick and will usually take about 30 minutes. Your child will be given anesthesia, so they might feel a bit groggy afterward. Second, we'll monitor them for about an hour post-procedure. Third, you should keep an eye on the catheter site for any signs of infection, like redness or swelling. Fourth, make sure they stay hydrated and encourage them to drink plenty of fluids. Lastly, if you have any questions or concerns, just call us, okay?

Parent: Okay, I got it.

Nurse: Alright then, just to make sure I explained everything clearly, can you tell me how long the procedure will take?

Parent: About 30 minutes.

Nurse: Yes, exactly! And what do you need to watch for at the catheter site?

Parent: Signs of infection like redness or swelling.

Nurse: Sure, but let's be real here. If you think that's all you need to keep an eye on, you might want to double-check. It's not just redness and swelling. Anyway, can you repeat back to me what you should do if your child has any concerns after the procedure?

Parent: I should call you if I have any questions or concerns.

Nurse: Right, but let's see if we can make sure you really got it. What kind of signs should you look for that would mean you need to call us?

Parent: Um, if they have a fever or if the area looks really bad...

Nurse: Sure, a fever is a concern. But make sure you're clear on everything, yeah? You're going to keep an eye on the site for infection, right?

Parent: Yes, I'll keep an eye on it.

Nurse: Great. Just remember, if it gets worse or if you're unsure, don't hesitate to reach out. We're here for you, but let's make sure you understand how to handle things once you're at home.

Parent: Okay, I think I've got it now.

Nurse: Good. Just don't hesitate to ask if anything pops up. It's better to ask than to assume, right?

Parent: Got it, thanks!

Nurse: Alright, we're all set then!