

Transcript:

Parameters

Variant: Medium

Surgical Procedure: catheter placement

Knowledge Check: the nurse asks two questions; the first is answered incorrectly, the second 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...?'

Jargon: sometimes uses medical jargon even when not completely necessary

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

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Nurse: Hi there! My name is Sarah, and I'm the nurse working with Dr. Lee today. I'm going to go over some information regarding your child's upcoming catheter placement surgery.

Parent: Okay, sounds good.

Nurse: Great! During the procedure, a thin tube, or catheter, will be placed into your child's bladder to help them drain urine. This is typically a straightforward procedure, and most children tolerate it quite well. After the surgery, there are a few key points to keep in mind for post-operative care:

1. Your child may experience some discomfort or mild pain at the catheter site, which can be managed with over-the-counter pain relief like acetaminophen.
2. They should drink plenty of fluids after the procedure to help flush out their system and ensure proper urine flow.
3. It's important to keep the catheter area clean and dry. You'll want to gently clean around the site with soap and water daily.
4. You may notice some blood in the urine for the first couple of days, which can be normal, but if it persists or worsens, please call us.
5. Lastly, avoid any strenuous activities for at least a week to allow for healing.

Do you have any questions about these instructions?

Parent: No, I think I got it all.

Nurse: Wonderful! To make sure I explained everything clearly, can you tell me how you will keep the catheter site clean?

Parent: I'll just clean it with soap and water whenever I change the bandage.

Nurse: That's correct! We want to ensure it stays clean and dry. And what should you do if you notice blood in the urine?

Parent: I should call the doctor if it doesn't go away after a couple of days.

Nurse: Almost right! While some blood can be normal initially, if it persists or worsens, please give us a call right away. Let's clarify that part again: if you see blood in the urine that lasts more than a couple of days, what should you do?

Parent: I should call you.

Nurse: Exactly! Thank you for confirming that. You'll receive printed instructions to take home as well, but please don't hesitate to reach out if any questions come up before or after the surgery.

Parent: Thank you for your help!

Nurse: You're welcome! We're here to support you and your child.