

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: ear tube placement

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 am the nurse working with Dr. Anderson today. I'm going to go over some post-operative care instructions for your child's ear tube placement.

Parent: Okay, sounds good!

Nurse: Great! So, after the surgery, your child may feel a bit sleepy or cranky due to the anesthesia, which is completely normal. You might notice some drainage from the ears, which can be clear, yellow, or even a little bloody. This drainage is expected and lets us know the tubes are doing their job.

Parent: That makes sense.

Nurse: We will provide you with ear drops that you'll need to use twice a day for one week after the surgery. These drops will help clean the ears and manage any drainage. If your child experiences any more drainage beyond that week, you can use the same drops again.

Parent: Got it, use the drops for a week after surgery.

Nurse: Exactly! Additionally, it's important to keep your child away from water that might get into the ears, like lakes or oceans, so please use waterproof ear plugs when swimming in those types of water.

Parent: Understood.

Nurse: Lastly, if you notice any unusual drainage or if your child seems to be in a lot of pain, please call us right away. You can also give your child over-the-counter pain medication like Tylenol if they feel uncomfortable after the surgery.

Parent: Okay, I'll make sure to do that.

Nurse: I know this was a lot of information. Just to confirm that I explained everything clearly, can you tell me how you will use the ear drops after the surgery?

Parent: I will use the ear drops two times a day for a week.

Nurse: Yes, that's correct! And what will you do if you notice drainage from your child's ears after that week?

Parent: I will use the same drops again if there's drainage.

Nurse: Perfect! You will also receive a printed copy of these instructions to take home. If you have any questions or concerns at any time, don't hesitate to reach out to us.

Parent: Thank you so much for the information!

Nurse: You're welcome! I hope your child has a smooth recovery.