

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: correction of bone fractures

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...?'

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Nurse: Hi there! My name is Sarah, and I'm the nurse working with Dr. Thompson today. I'm here to go over some important information about your child's upcoming surgery to correct bone fractures.

Parent: Hi, nice to meet you!

Nurse: Nice to meet you too! So, the surgery generally involves realigning the fractured bones and stabilizing them, which is essential for proper healing. After the procedure, your child will need to follow a few key care instructions to ensure everything goes smoothly. Here are the main points to remember:

1. Your child will be in a cast or a splint for a specific duration, typically around 4 to 6 weeks, depending on the severity of the fracture.
2. It's essential to keep the cast or splint dry. If it gets wet, please contact us immediately.
3. Pain management will be important. We will provide you with a prescription for pain relief, and you can also use over-the-counter medications like acetaminophen or ibuprofen, as directed.
4. Encourage your child to rest and avoid putting weight on the affected limb until the doctor gives the go-ahead.
5. Follow up with us for a scheduled appointment in about 2 weeks to check on the healing process.

Now that we've covered that, do you have any questions so far?

Parent: No, I think I understand everything.

Nurse: Great! To ensure I explained everything clearly, could you summarize how long your child will need to be in the cast?

Parent: Um, I think it's about 2 weeks?

Nurse: Close, but actually, it's typically around 4 to 6 weeks. Don't worry, it's a lot of information. Now, what will you do if the cast gets wet?

Parent: I will dry it off?

Nurse: It's important to keep it completely dry. If it does get wet, please contact us immediately so we can provide further instructions. Now, can you tell me how you will manage your child's pain after surgery?

Parent: I will use Tylenol for pain.

Nurse: That's correct! You can use acetaminophen or ibuprofen, as directed, to help manage the pain. Excellent!

Parent: Thank you!

Nurse: You're welcome! If you have any further questions or concerns, please don't hesitate to reach out. We want to make sure you feel comfortable and informed as we prepare for the surgery.