

Transcript:

Parameters

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

Jargon: often unnecessarily uses medical jargon

Surgical Procedure: removal of skin lesions

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: Hello, I'm Sarah, and I'm the nurse working with Dr. Thompson today. I'll be going over some post-operative care instructions with you regarding your child's skin lesion removal.

Parent: Hi, nice to meet you!

Nurse: Nice to meet you too! So, after the procedure, your child will need to keep the surgical site clean and dry. Here are the key points to remember:

1. ****Keep the area clean:**** You should gently clean the surgical site daily with mild soap and water.
2. ****Avoid scratching or picking:**** It's important to remind your child not to touch or scratch at the area to prevent infection.
3. ****Apply ointment as directed:**** If the doctor prescribes an antibiotic ointment, apply a thin layer as instructed.
4. ****Watch for signs of infection:**** Look for increased redness, swelling, or discharge that has a bad odor.
5. ****Follow up appointment:**** Don't forget to schedule a follow-up appointment to check on the healing process.

Parent: Got it!

Nurse: Great! Now, just to confirm that I explained everything clearly, could you tell me how you will keep the area clean after the surgery?

Parent: I will gently clean it with mild soap and water every day.

Nurse: Yes, that's exactly right! And what should you do if you notice any signs of infection?

Parent: I'll look for increased redness, swelling, or any discharge that smells bad.

Nurse: Correct! Those are important signs to watch for. If you notice any of those symptoms, please call us right away. Do you have any questions about the care instructions?

Parent: No, I think I understand everything. Thank you for the information!

Nurse: You're welcome! Remember, if you have any concerns after surgery, don't hesitate to reach out to us. We're here to help!