

## 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: heart transplant

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

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 your child's heart transplant. We need to go over some important post-op care instructions. It won't take long, so let's get this done quickly.

Parent: Okay.

Nurse: First off, your child will be on immunosuppressants after the surgery to prevent rejection. You'll need to keep an eye out for any signs of infection, like fever or unusual redness at the incision site. Got it?

Parent: Sure, I think I understand.

Nurse: Good. Also, your child will need to follow a strict medication schedule. They'll get their meds twice a day for the first month. After that, we'll adjust it based on how they're doing. When do you think you'll give them their meds?

Parent: Every day around lunchtime, I guess?

Nurse: Actually, it's twice a day. You need to give it in the morning and at night. Don't mess that up; it's important. Now, can you tell me what signs of infection you should watch for?

Parent: Just... like, if they seem tired, right?

Nurse: No, not just tiredness. You should specifically look for fever, chills, and redness around the incision. Let's try that again. What are the signs of infection?

Parent: Fever, redness, and chills.

Nurse: Finally, your child needs to avoid any strenuous activities for at least six weeks after the surgery. That means no running, jumping, or sports. When can they start those activities again?

Parent: Um, after a couple of weeks?

Nurse: Nope, six weeks. You really need to pay attention to this stuff. So, can you tell me when they can start sports again?

Parent: Six weeks after the surgery.

Nurse: Correct! Finally, if you notice any unusual swelling or the incision looks bad, you need to call us right away. Got it?

Parent: Yes, I understand.

Nurse: Great. You'll get a printed copy of these instructions to take home, but if you have any questions, just call. Let's make sure we stay on top of this.

Parent: Thank you!

Nurse: Yeah, sure. Just remember what I said.