

Transcript:

Parameters

Variant: Great

Surgical Procedure: catheter placement

Knowledge Check: the nurse asks one question, which is answered correctly by the parent.

Tone: professional, empathetic, informative; teach-back questions encourage understanding and optimize compliance while maintaining a positive environment. For example: 'Just to ensure I explained everything well, could you tell me...?' or 'Could you show me how you'll handle the bandages, just so I know you were clear enough?'

Jargon: only uses medical jargon when completely necessary

Points: presents the instructions/information in exactly 5 clear, identifiable, and separable points

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Nurse: Hi there! My name is Sarah, and I'm the nurse working with Dr. Lee today. We're here to discuss your child's upcoming surgery for catheter placement. How are you feeling about everything?

Parent: I'm a bit nervous, but I understand it's necessary.

Nurse: That's completely understandable. I'm here to provide you with all the information you need to feel more comfortable. After the procedure, there are a few important points to keep in mind for your child's care. Let's go over them.

1. First, after the catheter is placed, it is normal for your child to feel some discomfort or irritation at the site. You can help manage this by giving them over-the-counter pain relief, like acetaminophen or ibuprofen, as recommended by the doctor.
2. Second, it's important to keep the catheter site clean and dry. You'll need to gently clean the area with soap and water during baths, but avoid scrubbing or using alcohol-based products.
3. Third, observe for any signs of infection, such as increased redness, swelling, or discharge from the site. If you notice any of these signs, please contact us right away.
4. Fourth, ensure your child stays hydrated. They should drink plenty of fluids, as this can help their recovery and keep the catheter functioning properly.
5. Lastly, please make sure to follow up with the pediatrician as scheduled to monitor the catheter and make sure everything is healing well.

Now that I've covered those points, do you have any questions so far?

Parent: No questions right now. That all makes sense.

Nurse: Great! Just to ensure I explained everything well, could you tell me how you will care for the catheter site after surgery?

Parent: I'll clean it gently with soap and water and keep it dry, right?

Nurse: Exactly! Keeping it clean and dry is very important. And how will you handle pain relief if your child feels discomfort?

Parent: I'll give them acetaminophen or ibuprofen as needed.

Nurse: Perfect! You've got it. And what signs should you look out for that might indicate an infection?

Parent: If there's increased redness, swelling, or any discharge from the site.

Nurse: That's correct! You're really understanding this well. If you have any questions later on, please don't hesitate to reach out. You'll also receive printed materials to reference at home.

Parent: Thank you, Sarah. I appreciate your help!

Nurse: You're very welcome! We're here to support you. Best of luck with the surgery, and I hope your child has a smooth recovery.