

# Transcript:

## Parameters

Points: presents the instructions/information in more than 5 points which may or may not be clear, identifiable, or separable

Jargon: only uses medical jargon when completely necessary

Surgical Procedure: biopsies

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?'

## *Transcript:*

Nurse: Hi there! My name is Sarah, and I'm the nurse working with Dr. Thompson today. I'm going to go over some post-operative care instructions for your child's biopsy procedure.

Parent: Hi, Sarah! That sounds good.

Nurse: Great! So, after the biopsy, it's important to keep an eye on your child's recovery. Here are some key points to remember:

1. Your child may feel some discomfort or pain at the biopsy site for a few days. You can use over-the-counter pain relievers like acetaminophen or ibuprofen to help manage this. We'll let you know the appropriate dosage based on your child's weight.
2. It's important to keep the biopsy site clean and dry. You can gently clean the area with soap and water, but avoid scrubbing.
3. Please watch for any signs of infection, which can include increased redness, swelling, or drainage that looks yellow or green, or has a foul odor. If you notice any of these signs, please call us right away.
4. Depending on the biopsy site, your child may need to avoid certain activities like swimming or rough play for a few days. We'll give you specific instructions based on where the biopsy was done.
5. Your child might experience some bruising or swelling around the biopsy site, which is normal and should improve over time.
6. Lastly, we'll have results from the biopsy in about a week. If you don't hear from us, please feel free to call the office for an update.

Nurse: I know this was a lot of information, and I want to ensure I explained everything clearly. Could you tell me how you will manage your child's pain after the biopsy?

Parent: I'll give them acetaminophen or ibuprofen based on their weight, as you mentioned.

Nurse: Exactly! And what should you look out for at the biopsy site to ensure it's healing properly?

Parent: I'll check for redness, swelling, or any unusual drainage, and I'll call if I notice any of those signs.

Nurse: Perfect! Now, can you explain how you will keep the biopsy site clean and dry?

Parent: I will gently clean it with soap and water, but I won't scrub it.

Nurse: That's correct! You'll want to be gentle. And what activities should your child avoid after the biopsy?

Parent: They should avoid swimming and any rough play for a few days.

Nurse: Exactly! You've got it! You will receive a printed copy of these instructions to take home with you. If you have any questions or concerns, please don't hesitate to reach out to us.

Parent: Thank you so much, Sarah! This has been really helpful.

Nurse: You're very welcome! I'm glad I could help. Take care, and we'll see you soon!