

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: removal of skin lesions

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?'

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Nurse: Hello! My name is Sarah, and I'm the nurse working with Dr. Thompson today. I'm here to go over some important information regarding post-operative care following the removal of your child's skin lesions.

Parent: Hi, nice to meet you.

Nurse: Nice to meet you too! So, after the procedure, it's important to monitor the site where the lesions were removed. You will notice some redness and swelling, which is normal, but if it worsens or if pus starts to drain, that could be a sign of infection.

Parent: Okay, I understand.

Nurse: Great! Here are some additional points for you to keep in mind:

1. Keep the area clean and dry. You can gently wash it with mild soap and water.
2. Apply any prescribed ointment as directed by the doctor. This helps in healing and reduces the risk of infection.
3. If there are any bandages, change them as instructed, usually once a day or if they become wet or dirty.
4. Watch for any signs of infection, such as increased pain, swelling, or fever.
5. Your child should avoid strenuous activities or sports for at least a week to allow proper healing.

Parent: That makes sense.

Nurse: I'm glad to hear that! Now, to ensure I communicated everything clearly, could you explain back to me how you will take care of the bandages after the surgery?

Parent: Sure! I will change the bandage once a day or if it gets wet or dirty, and I will make sure to keep the area clean and dry.

Nurse: Exactly! You've got it. And how will you know if there might be an infection?

Parent: If I see increased redness, swelling, or if my child has a fever, I'll call you or the doctor.

Nurse: Perfect! That's exactly right. If you have any questions or if anything unusual happens, please don't hesitate to reach out to us. We want to make sure your child heals well.

Parent: Thank you! I appreciate all this information.

Nurse: You're very welcome! You will also receive printed materials that summarize this information, so you can refer to them at home. If there's anything else you need, just let us know.