

Transcript:

Parameters

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

Jargon: only uses medical jargon when completely necessary

Surgical Procedure: liver transplant

Knowledge Check: the nurse asks three questions; the first two are answered incorrectly, the last 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 just gonna go over some stuff about your child's liver transplant surgery before we get everything sorted.

****Parent:**** Okay.

****Nurse:**** So, listen up. After the surgery, your kid's gonna be on some anti-rejection meds. It's super important, so don't mess it up. They'll need to take them every day without fail. Also, expect some swelling and pain, but that's normal.

****Parent:**** Got it.

****Nurse:**** Here are the top five things you really need to remember:

1. Meds every day, no skipping.
2. Watch for any signs of infection, like fever or redness.
3. No heavy lifting or sports for at least six weeks.
4. Make sure they're eating a balanced diet; they need their strength.
5. Follow up with our clinic regularly.

****Parent:**** Alright, I think I can manage that.

****Nurse:**** Good. Now, just to make sure I didn't lose you in all that, can you tell me how often your kid has to take those meds?

****Parent:**** Um, every few days?

****Nurse:**** No, it's actually every single day. Like, you can't skip a day, okay?

****Parent:**** Oh, right. Daily.

****Nurse:**** Exactly. Now, what signs are you supposed to look for that show they might be getting an infection?

****Parent:**** I guess... if they get a cough or something?

****Nurse:**** Not quite. You need to be checking for fever or redness around the incision. Just keep your eyes peeled, alright?

****Parent:**** Okay, I'll do that.

****Nurse:**** Alright, last one. Can you repeat back to me the restrictions on heavy lifting or sports after surgery?

****Parent:**** They can't do sports for... a month?

****Nurse:**** Close, but it's actually six weeks. You gotta make sure they take it easy for a while.

****Parent:**** Six weeks. Got it!

****Nurse:**** Great! So, just remember those meds are crucial, and keep an eye out for signs of infection. You'll be fine. If you have any questions later, just call.

****Parent:**** Thank you.

****Nurse:**** Whatever, just stick to the plan, and we'll be good.