

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: catheter placement

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

Tone: semi-professional, neutral; teach-back questions avoid discomfort but aren't optimized for maximum understanding and compliance. For example: 'Would you mind briefly explaining that last point I made so that I don't jump too far ahead as we discuss?' or 'Just to confirm that we're on the same page, what would we do if...?'

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

Parent: Okay, that sounds good.

Nurse: Great! After the procedure, your child may experience some discomfort and may feel a bit tired due to the anesthesia. This is normal and should improve over the next few hours. Here are a few key points to keep in mind for aftercare:

1. ****Keep the area clean and dry****: Please ensure that the catheter site is kept clean and dry to prevent infection. You can gently clean the area with soap and water.
2. ****Monitor for signs of infection****: Watch for any redness, swelling, or discharge at the catheter site, which could indicate an infection. If you notice these signs, please call us.
3. ****Fluid intake****: Encourage your child to drink plenty of fluids to help with comfort and hydration.
4. ****Pain management****: If your child is experiencing discomfort, you can give them Tylenol or ibuprofen as directed.
5. ****Follow-up appointment****: We will schedule a follow-up appointment in one week to check on the catheter and make sure everything is healing properly.

Nurse: Now that I've shared this information, could you tell me how you will keep the catheter site clean after surgery?

Parent: I'll just use some alcohol wipes every day to clean it.

Nurse: Actually, you'll want to use soap and water instead of alcohol wipes. Alcohol can be too harsh on the skin around the catheter. Can you tell me again how you'll clean the area?

Parent: Oh, right! I will use soap and water to keep the area clean and dry.

Nurse: Exactly! That's perfect. And just to confirm, what signs would indicate that we need to be concerned about an infection?

Parent: If there's redness, swelling, or any discharge from the site, I should call you.

Nurse: That's correct! If you notice any of those signs, please do reach out to us. You'll also receive printed instructions to take home with you, but if you have any other questions or concerns, don't hesitate to ask.

Parent: Thank you so much for explaining everything!

Nurse: You're welcome! We're here to help.