



SimPRENA

Active Listening Phrase Guide

Acknowledging the patient's emotions:

"It sounds like you're feeling really scared and uncertain right now."

"I can see that this situation is overwhelming for you."

"I hear that you're feeling unsure about why you're here."

"You sound worried about what the tests might show."

Validating Concerns:

"I can see why you'd feel that way."

"It's completely understandable to feel this way."

"It's okay to feel this way, and we'll work through it together."

"What you're saying makes a lot of sense."

"It's normal to feel scared in a situation like this."

"Anyone in your position would feel worried too."

"I understand why this is concerning for you."

Clarifying and Reflecting:

"So, what I'm hearing is that you're worried about the test results. Is that correct?"

"You mentioned feeling like no one is listening. Let's go over your questions together."

Providing Reassurance:

"Your concerns are important, and I'm here to help explain everything clearly."

"Let's take it one step at a time. I'll make sure you have all the information you need."

"I'm here to support you, and we'll work through this together."



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Encouraging the Patient to Share:

"Can you tell me more about what's worrying you right now?"

"What specifically is making you feel unsure or scared?"

"Is there anything you'd like me to explain in more detail?"

Summarizing and Closing the Conversation:

"To summarize, you're feeling [specific emotion] because of [specific concern]. Is that right?"

"To summarize, you want more information about what's next. Is that right?"

"Let me make sure I've got this right: You're worried about your condition and want to understand what we're doing to help."

"Let me repeat what we discussed to make sure I've got everything correct."

"Does that sound correct to you? Is there anything I missed?"

"Based on what we discussed, here's what we'll do next..."

"Is there anything else you'd like to add or ask about?"

Paraphrasing

Paraphrasing restates the patient's concerns or emotions to confirm understanding and encourage further communication.

Examples:

Patient: "Am I dying? No one is telling me anything."

Nurse: "You're afraid that your condition might be serious, and you're not getting enough information. Is that right?"

Patient: "What if these tests show something really bad?"

Nurse: "You're worried about what the test results might reveal, and that's making this experience even more stressful."