



## Persuasive Phrase Guide

*Persuasive phrases a nurse may use in communication with a non-compliant patient*

### Empathy and Understanding

"I understand that you're frustrated, and I'd like to help find a way forward that works for you."

"I can see why this might be difficult for you. Let's talk about how we can make it easier."

"We want to work together to help you feel better as soon as possible."

### Clarifying Consequences

"If we delay treatment, there's a risk your condition could get worse, and I'd like to avoid that if we can."

"Leaving now might seem like a good option, but it could lead to complications that may bring you back here soon."

### Offering Alternatives or Solutions

"Is there something we could do differently that might make this treatment more comfortable for you?"

"If the medication isn't working for you, we can explore other options."

"I want to make sure you fully understand the treatment plan and why it's recommended."

"Let's talk about what's worrying you so we can find a solution that works for you."



## Phrases to Find Out Reasons for Non-Compliance

### Open-Ended Questions

"Can you tell me more about what's making you hesitant to follow the treatment plan?"

"What concerns do you have about the medication or procedure?"

### Exploring Underlying Emotions

"Are you feeling worried or uncomfortable about anything related to your care?"

"What's the biggest thing on your mind when you think about this treatment?"

### Uncovering Practical Barriers

"Is there something outside the hospital, like work or family, that's making it hard to stay here?"

"Do you feel like there's anything stopping you from following the treatment plan?"

### Identifying Knowledge Gaps

"Do you feel like you have all the information you need about your treatment?"

"Is there something about the plan that doesn't make sense or seems unclear?"

### Exploring Trust or Past Experiences

"Have you had a similar experience in the past that didn't go well?"

"Is there something about the care here that's made you uncomfortable?"

### Checking for Fear or Discomfort

"Are you worried about pain or side effects from the treatment?"

"Do you feel nervous about staying in the hospital? If so, how can we help?"



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## Acknowledging Patient Autonomy

"What do you feel would be the best course of action for you right now?"

"Is there something specific you'd like to see happen before moving forward?"