



Reflecting, Paraphrasing Phrase Guide

Some examples of **reflective statements** and **paraphrasing** tailored to Simulation Scenario 5
- Communicating with a confused and fearful patient.

Reflective Statements

Reflective statements acknowledge the patient's emotions or concerns to demonstrate understanding and empathy.

Acknowledging Fear and Confusion:

"It seems like you're feeling really scared about what's happening right now."

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

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

Validating Concerns:

"It's understandable to feel frustrated when you don't have all the answers."

"I can see why you'd feel overwhelmed with everything going on."

Paraphrasing Statements

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

Clarifying Concerns About Illness:

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 to feel reassured. Is that right?"

Restating Uncertainty:

Patient: "Why am I here? I don't even know what's wrong with me."

Nurse: "You're confused about why you're in the hospital and want more clarity about your condition, am I right?"



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Summarizing Worries:

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."