



SimPRENA

Simulation 11

Role-play card 1

Nurse / Technician Role Card



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Nurse/ Technician Role Card

Character:

You are a nurse/ technician working in the MRI suite. You completed training in communication skills and anxiety-reduction techniques.

Situation:

You call your next patient.

The patient is visibly nervous and asks you to reschedule their MRI. You look in their records and see that this is their second rescheduled appointment, and the scan is needed to diagnose their persistent headaches. Recognising the patient's signs of extreme anxiety, you suspect that the problem is caused by claustrophobia. You decide to calmly and empathetically address the patient's fears.

Key behaviour:

You validate their fear saying that it's completely normal to feel worried and many people find MRIs challenging. You reassure them that they will be in control the entire time and they will be able to stop the scan at any point by just pressing a button.

You mention that the scan is important for the headache diagnosis. Underline that rescheduling will mean coming again, and days of stress in between. Now, after approximately 45 minutes everything could be over.

You offer earplugs or headphones to block out the noise. Suggest visualizing calming place or situation.

You also say that you will be right here, the whole time.

The patient calms down slightly. Suggest going in together to take a look at the machine.