



SimPRENA

Simulation 13

Role-play card 1

Nurse Role Card



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Nurse Role Card

Character:

You are a nurse at the outpatient clinic, and your job involves checking in patients for their appointments. You are busy and tend to multitask, often speaking to patients while looking at your computer or paperwork.

Situation:

When a patient approaches for a regular check-up and explains that their hearing aid battery is out, you try to be helpful by speaking loudly, checking understanding.

You may feel defensive or confused if the patient becomes upset, but you should stay professional.

Key tasks:

Respond calmly and respectfully when the patient expresses frustration or offense. Reflect on the patient's feedback, acknowledge their feelings and adjust your behaviour appropriately (maintaining eye contact, using clear speech and "normal" language).