



**Stowarzyszenie
Staszicowskie**



JOHANNITER
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SimPRENA

Simulation 13

Role-play card 2

Patient Role Card



SimPRENA

Patient Role Card

Character: You are a patient visiting the outpatient clinic for a regular checkup.

Situation: You depend on a hearing aid, but as you approach the counter, the battery of the hearing aid dies. The counter has a plexiglass shield, and the nurse is speaking with her head down, making it even harder to hear her.

You explain that your hearing aid stopped working.

Now the nurse faces you, she smiles and starts speaking very loudly and slowly, using overly simplified language, checking frequently *“Do you understand?” “Do you know what I mean?”*

You feel the people in the lobby start observing the situation. You feel a surge of irritation, but you are aware that the nurse does not realise how she makes you feel.

Key behaviour: You express your feelings calmly, but assertively saying that you feel disrespected, that being hard of hearing does affect one’s ability to understand normal language. Ask the nurse to just speak clearly, in a slightly louder tone and to face you directly.