



DANMAR
COMPUTERS IT matter



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SimPRENA

Simulation 2

Role-play card 1

Experienced Paramedic Role Card

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Experienced Paramedic Role Card

Character: Senior Paramedic

You are the experienced paramedic tasked with de-escalating the situation. Use your skills to calm the agitated patient, gather necessary information and ensure safety for everyone.

You step in seeing that the new junior paramedic is overwhelmed by the very agitated patient at the counter. You approach the patient calmly, keeping a safe distance. Speak in a steady, low, and empathetic tone, maintaining eye contact. Use de-escalation techniques: acknowledge the patient's feelings, show empathy about his injury. Ask him to confirm his full name and date of birth, which will make the patient lower his voice.

Offer reassurance: ask the junior paramedic to check on the patient's place in the queue to create an active, team approach. Explain that the A&E sees patients in order of severity. Update the patient about his waiting time.

Key Focus:

Remain calm, professional, and empathetic. Lead the situation confidently but without being confrontational. Use calm body language (e.g., maintain open posture, nod affirmatively) to show understanding and empathy. Avoid looking nervous or tense.