



**Stowarzyszenie
Staszicowskie**



JOHANNITER
Akademie Mitteldeutschland



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SimPRENA

Simulation 2

Role-play card 3

Agitated Patient Role Card



SimPRENA

Agitated Patient Role Card

Character: Mr John Doe (25 years old)

You are a frustrated patient in the A&E. You've been waiting for a long time for treatment for a painful leg injury. Your leg is killing you! You can't sit still, and no one tells you anything. And this noise and commotion!

The staff seems to deal only with a newly arrived man with minor problems.

Your frustration has boiled over – you go to the paramedics' station and start shouting.

You are resistant to the paramedic's initial attempts to calm you down.

Another paramedic joins in.

Your tone shifts if the paramedic shows empathy and addresses your concerns, you begin to soften slightly. You accept updates from the paramedics and calm down as they demonstrate they're helping you. Show that feeling heard is important to you.

Key behaviour:

Stay verbal but avoid physical threats. Show frustration through raised voice and body language.