



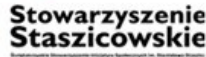
SimPRENA

Simulation 2

Role-play card 2

Nurse 2 (Junior nurse) Role Card

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SimPRENA

Nurse 2 (Junior nurse) Role Card

Character: Junior Nurse

Situation:

It is your first week at A&E.

You are registering a lady, when a man makes you jump with a loud slam of his hand on your counter. He starts talking quickly, complaining about the waiting time. You explain that the department is busy and ask him to calm down before returning to the computer and the lady. He becomes even more agitated and starts yelling at you. You try to comfort the man saying: *"If you must wait, your problem is not life-threatening. This is good news."* The man's face goes red with frustration. Luckily you see a senior nurse enter the room and you signal to her.

You are observing how the senior nurse approaches the situation. Now your role is to assist and learn while ensuring the patient feels supported. Stay near the senior nurse but maintain a safe distance from the patient. Offer supportive actions, such as offering water or checking the patient's file. Ask for guidance if unsure: *"Should I call security?"*

Key behaviour:

After your initial, ineffective attempts at calming the agitated patient, you are relieved to see the senior nurse take over. You observe how she handles the situation and help with checking the patient's file, checking waiting time, etc.