



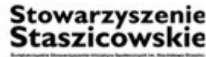
SimPRENA

## Simulation 2

### Role-play card 3

### Agitated Patient Role Card

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## Agitated Patient Role Card

**Character:** Mr John Doe (55 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 throbbing! You can't sit still, and no one tells you anything. And this noise and commotion!

Your frustration has boiled over – you limp to the nurses' station, slam your hand on the counter and start shouting.

You resist the nurse's initial attempts to calm you down. She offers no solutions just points out the obvious situation – “*We are busy*”. You interrupt or speak over her at first, but don't use physical aggression. Then she tells you that you are lucky having to wait. That is the tipping point.

Another nurse joins in.

Your tone changes if the nurse shows empathy and addresses your concerns. You begin to soften as they demonstrate that they are actively working to help you. slightly. Show that feeling heard and being acknowledge is important to you. As the nurse provides updates, you gradually calm down.

### Key behaviour:

Stay verbal but avoid physical threats. Show your frustration through a raised voice and body language, but refrain from any physical aggression.