



**Stowarzyszenie
Staszicowskie**



JOHANNITER
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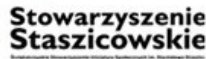


SimPRENA

Simulation 3

Role-play card 1

Nurse Role Card



SimPRENA

Nurse Role Card

Character:

You are the nurse on duty at the entrance to a restricted area.

Situation:

A visitor is insisting on entering a restricted area to see their loved one. Hospital policy clearly states that only authorized personnel are allowed in this area, and visiting hours have ended.

The visitor is becoming increasingly agitated, accusing you of being rude and unhelpful.

Key behaviour:

Listen, acknowledge the visitor's concerns and show empathy for their situation.

Clearly explain the hospital's policy without sounding dismissive or confrontational.

Problem-solving approach: offer alternative solutions (e.g., arranging a call with the patient, providing updates on their condition, etc.)

Maintain a calm body language, an open posture and a neutral tone of voice to avoid escalating tension even if the visitor becomes aggressive.

If the visitor escalates further or becomes threatening, ask security for assistance.