



**Stowarzyszenie
Staszicowskie**



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SimPRENA

Simulation 3

Role-play card 3

Irate Family Member Role Card



SimPRENA

Irate Family Member Role Card

Character:

You are a family member trying to enter a restricted area to visit your loved one.

Situation:

Your loved one was admitted to the hospital unexpectedly, and you are very worried and emotional. You need to tell them something important in case the worst happens, you need to see them. Visiting hours have ended, but you believe the rules should be bent in your case because of the situation.

The nurse at the entrance refuses to let you in.

Key behaviour:

Escalating emotion: begin by asking politely to be let in. Then try pleading and appealing to understanding. Gradually become more frustrated and raise your voice when denied.

Accuse the nurse of being cold or indifferent to your situation, even impolite.

Insist that the nurse call the doctor or hospital administration to override the rule.

Test the nurse's resolve: attempt to push past or argue persistently if you sense hesitation.

Avoid physical aggression: the focus should remain on verbal escalation, not physical actions.