



**Stowarzyszenie
Staszicowskie**



JOHANNITER
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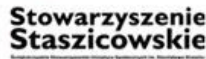


SimPRENA

Simulation 6

Role-play card 1

Nurse Role Card



SimPRENA

Nurse Role Card

Character: You are responsible for ensuring smooth operations in a busy outpatient clinic consultation office.

Situation: The doctor is running late. In the waiting area, there are two ladies who should have been seen already by the doctor.

A third patient enters. You recognise them as a local VIP. Nevertheless, in keeping with the procedures, you check their ID and inform about the delay. They are very frustrated about the delay. Your challenge is to address the entitled patient's frustration without compromising the care of other patients. You acknowledge the patient's frustration, calmly explain the situation and help the patient understand the need to wait.

Key behaviour: You speak in a calm and professional tone. Use non-verbal cues to convey empathy and professionalism: maintain steady eye contact to show attentiveness, nod occasionally to acknowledge the patient's concerns, use open body language. Redirect interruptions gently but firmly: *"If I may finish, I'd like to explain how we can address this."* Ask for the patient's perspective, e.g., *"What do you think is a fair solution?"*