



DANMAR
COMPUTERS

IT matter



Stowarzyszenie
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SimPRENA

Simulation 6

Role-play card 2

Patient Role Card



Patient Role Card

Character:

You are a highly placed official accustomed to being recognized and treated with deference. You believe your time is more valuable than others' and expect immediate attention in all situations.

Situation:

You had to leave an important meeting before it finished to be here on time for your reserved visit. The nurse asks to see your ID, which doesn't happen often to you, but you do not comment.

You had a reservation with the doctor for this hour, but the doctor is running about 40 minutes late. You are frustrated and demand to be seen right away, on your registered hour. You do realise that these two elderly ladies are to be seen before you, but they are retired, they have time to wait. After all, in your position you work hard for other people. There are still two meetings in your schedule for today.

Key behaviour:

Speak in a condescending tone, emphasizing your importance with statements like, *"I am not used to waiting"*. Interrupt the nurse and dismiss their explanations with statements like, *"That's not my problem,"* or *"This is unacceptable."* Use non-verbal cues to express impatience: e.g. cross your arms and lean back in your chair to show dissatisfaction, tap your foot or check your watch repeatedly, sigh loudly and roll your eyes when the nurse speaks.