

## Communication Focus: Softening a Request

Read the conversation between Everson and Mr. Zelnick and answer the questions that follow.

**Everson:** It's called a urinalysis and gives some idea of the health of your kidneys. I'd just like you to do it now, if that's all right.

**Mr. Zelnick:** Sure. What do I have to do?

**Everson:** I've brought you a urinal- a bottle- for the next time you need to pass urine. Here it is. I just need an ordinary sample of urine.

**Mr. Zelnick:** Ok. In the bottle? You don't want it in a special container?

**Everson:** No, no, the urinal is fine. I use a disposable dipstick to test the urine. It only takes a few minutes to get a reading. It doesn't have to be sterile and I don't have to send the specimen away. I can do the test here on the ward.

**Mr. Zelnick:** So it's not like that other test. I did when I had to be careful not to touch the inside of the container.

**Everson:** That's right. That was an MSU which I sent to the lab to be tested for the presence of infection. You had to be careful not to contaminate the urine specimen for that one. This is different.

**Mr. Zelnick:** Right. I know I'll have to do a lot of tests. What did you say you are testing for this time?

**Everson:** I'm checking for proteinuria; that just means protein in the urine.

**Mr. Zelnick:** I didn't know protein could be in my urine.

**Everson:** Protein shows up in the urine during kidney disease.

**Mr. Zelnick:** I see.

**Everson:** We also check for hematuria, or blood in the urine, as it can also indicate that there maybe a problem in your kidneys. And we check the pH of your urine, to see if it's alkaline or acidic.

**Mr. Zelnick:** That's too technical for me. I'll give you the urine sample if you like.

**Everson:** Thanks, Mr. Zelnick. Just ring when you want me to collect it.

- What kind of specimen is needed for urinalysis?
- What three things can urinalysis check for?

Look at the following sentences. Are these the same as sentences you heard in the conversation between Everson and Mr. Zelnick? If not, which words are missing?

- 1.) I'd like you to do it now, if that's alright.
- 2.) I need an ordinary sample of urine.
- 3.) It takes a few minutes to get a reading.
- 4.) I'm checking for proteinuria; that means protein in the urine.
- 5.) Ring when you want me to collect it.

### Explaining Urinary Catheters

Short term urinary catheters maybe inserted in patients who have urinary retention or have restricted movement which does not allow them to get up to the toilet easily. Long-term urinary catheters are used for patients who are permanently incontinent.

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### Discuss the following questions.

- Are you familiar with the use of urinary catheters?
- What other types of patient might require urinary catheters?
- What are some of the complications that can occur with catheterization?
- Are you aware of any new procedures/developments in catheterization?

### Read the conversation between Mrs. Karstel, a patient, and Jo, her nurse and answer the following questions.

Jo: Did you buzz, Mrs. Kastel?

Mrs. Kastel: Yes. Nurse, I'm really uncomfortable here. I haven't been able to use this bedpan at all.

Jo: Ok. You mean that you haven't been able to pass any urine.

Mrs. Kastel: No, I haven't been able to go for ages.

Jo: All right. Let me have a look. I'll just close the curtains. Do you mind if I feel your bladder?

Mrs. Kastel: No, that's all right.

Jo: How does it feel here?

Mrs. Kastel: Oh, it's quite uncomfortable.

Jo: Your bladder is quite distended. Ok. Now, you've still got some urinary retention after your operation, haven't you?

Mrs. Kastel: You mean that I can't go to the toilet?

Jo: Yes, that's right. I might have to put in a catheter to drain the urine.

Mrs. Kastel: Is that the tube which goes into your bladder? I've seen a few around. You have to carry a bag around with you.

Jo: Yes, that's it. The bag collects the urine. We call them indwelling catheters or IDCs for short. I've got one here to show you. An indwelling catheter just means a tube which is left in situ --- I mean, left in place. The tube is inserted through the urethra and goes into your bladder. I inflate the little balloon on the end, this one here, with water, and it sits at the neck of your bladder. We have to be careful to use aseptic technique when we insert the catheter to reduce the risk of infection.

Mrs. Kastel: Ok. So you put the tube in and blow that little balloon up so the catheter doesn't fall out, and you have to take care how you put the tube in so I don't get an infection.

Jo: That's exactly it. It's called aseptic technique because it keeps the equipment sterile to avoid contamination. The catheter bag you're talking about is one of these. It's a transparent bag which collects the urine that drains out of the catheter. We empty the drainage bag three times a day.

Mrs. Kastel: Ok, well I hope I won't need it for too long.

Jo: Oh, you shouldn't need it for too long at all.

- 1.) What is Mrs. Karstel complaining of?
- 2.) What is Jo going to do to relieve Mrs. Karstel's problem?
- 3.) What is used to collect the urine?

### Complete the following definitions.

- 1.) Urinary retention is when a patient can't \_\_\_\_\_ .
- 2.) An indwelling catheter (IDC) is a tube which is left \_\_\_\_\_ , or in place.
- 3.) Aseptic technique keeps equipment sterile to avoid \_\_\_\_\_ .

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- 4.) A catheter drainage bag is a \_\_\_\_\_ bag which collects the urine that drains out of a urinary catheter.

**The nurse and patient both use strategies for clarification by rephrasing information. Read again and match the original information (1-6) to the rephrased version (a-f).**

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| 1.) I haven't been able to use this bedpan at all.                                 | a.) Is that tube which goes into your bladder?  |
| 2.) You've still got some urinary retention after your operation, haven't you?     | b.) That's exactly it. It's called aseptic technique because it keeps from contamination. |
| 3.) I might have to put in a catheter to drain the urine.                          | c.) I mean, left in place.  |
| 4.) ..... a tube which is left in situ... urine.                                   | d.) You mean that you haven't been able to pass any                                       |
| 5.) And you have to take care how you put the tube in so I don't get an infection. | e.) It's a transparent bag which collects the urine that drains out of the catheter.      |
| 6.) The catheter bag you're talking about is one of these.                         | f.) You mean that I can't go to the toilet?   |