PUTTING A PATIENT AT EASE

Before discussing important lifestyle changes with a patient, it is important to put the patient at ease. Sensitive topics can be broached more easily if the patient feels relaxed and comfortable.

Listen to a conversation between a Nurse Educator, Susanna, and her patient, Mr. Hockings. What is the topic of their discussion and why is it important?

Susanna uses several informal expressions to create a friendly and relaxed relationship with the patient. Match the expressions from the dialogue to their meanings and use each expression in a sentence afterwards.

1. Have a chat
2. A bit of a shock
3. A bit flushed
4. Watch for
5. I’ll just grab a chair
6. Fired up
7. Keep an eye on

a) Monitor
b) I’m going to sit down
c) Ruddy/red complexion
d) Take notice of
e) Discuss
f) Enthusiastic
g) Unpleasant surprise

Give a rationale for the following situations:
- Sit at the same level as the patient.
- Make positive responses whilst nodding your head.
- Don’t make judgemental comments.
- Use humor to establish a good rapport with your patient.

SHARE YOUR KNOWLEDGE
- What strategies do you use for putting a patient at ease?
- What difficulties have you encountered with anxious patients?
- What role does cultural sensitivity play when putting a patient at ease?