COMMUNICATING WITH PEDIATRIC PATIENTS

Match the interaction strategy with the correct group of people

1.Eye-level approach, simple language, play, reassuring tone _____

2. Active listening, clear explanation, shared decisions _____

3. Respect autonomy, confidentiality, open-ended questions, empathy _____

A) Adolescents 

B) Children 

C) Guardians 

ROLE PLAY

SCENARIO A

- Student A: Nurse
- Student B: Child (age 5)
- Task: Introduce yourself, explain the vaccination (measles or flu, …) in age-appropriate terms, offer choices (e.g., hold a teddy), use distraction, and supportive phrases.



SCENARIO B

- Student A: Nurse
- Student B: Parent
- Parent Concern: Child has a mild fever, cough, or rash
- Task: Introduce yourself, listen, acknowledge feelings, explain clearly, provide reassurance, discuss next steps (doctor visit, home care).



SCENARIO C

- Student A: Nurse
- Student B: Teen
- Teen Concern: Feeling anxious, headache, stomach ache, or mood changes
- Task: Introduce yourself, respect autonomy, ask open-ended questions, explain confidentiality, acknowledge feelings.



SCENARIO D – GROUP WORK

- Student A: Nurse
- Student B: Child (age 4)
- Student C: Parent
- Parent Concern: Child is overweight, picky eater, or not getting enough physical activity
- Task: To parent: Offer healthy eating tips, discuss balanced diet, suggest physical activities, provide reassurance and practical strategies; To child: explain the problem in age-appropriate terms



LIVEWORKSHEETS

SCENARIO E – GROUP WORK

- Student A: Nurse
- Student B: Parent
- Student C: Teen (age 13)
- Parent: Concerned about asthma, allergies, or mild eczema
- Task: To parent: listen, include the parent in the discussion and give reassurance, to teen: respect autonomy, ask open-ended questions, and explain.



Complete the sentences with the correct words from the box

Box: eye-level, toys, calm, third-person, choices, active listening, open-ended, empathy

1. To build rapport with children, sit at their _____.
2. Using _____helps break the ice and makes the child feel comfortable.
3. Keep a _____and confident treatment to reassure children.
4. Use _____ questions or "I-messages" to avoid judgment.
5. Offer _____to increase the child's control.
6. With parents, practice _____to show understanding.
7. With adolescents, ask _____questions to encourage honest answers.
8. Always show _____ to both children and teens.

Discuss

1. Why is it important to get down to a child's eye level?
2. How can play help build trust with a pediatric patient?
3. Name two ways to make a child feel comfortable during a procedure.
4. What is an "I-message" and why is it useful?
5. How does communication differ between children, adolescents, and parents?

LIVEWORKSHEETS