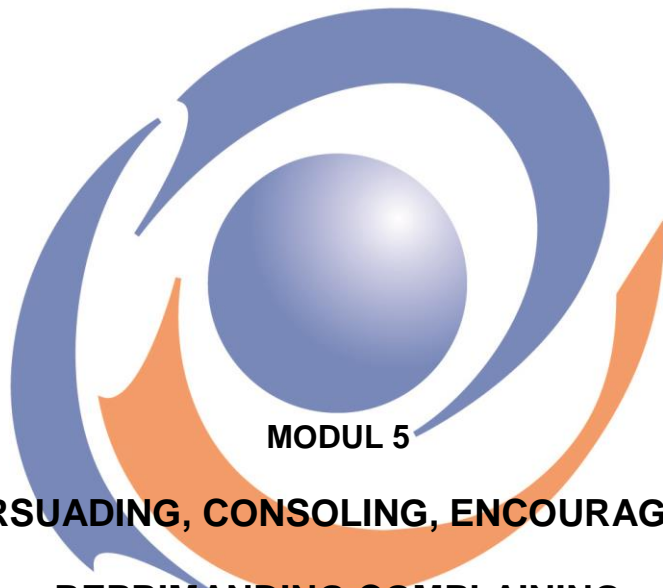




NURSING ENGLISH

(NSA 633)



MODUL 5

**PERSUADING, CONSOLING, ENCOURAGING,
REPRIMANDING, COMPLAINING**

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UNIVERSITAS ESA UNGGUL

2019

PERSUADING, CONSOLING, ENCOURAGING, REPRIMANDING, COMPLAINING

A. Kemampuan Akhir Yang Diharapkan

After completing module 5, students will be able to:

1. Students will be able to understand and apply how to persuade patients
2. Students will be able to understand and apply how to console patients
3. Students will be able to understand and apply how to encourage patients
4. Students will be able to understand and apply how to reprimand patients appropriately.
5. Students will be able to understand and apply how to notice the patients' complain

B. Uraian dan Contoh

a. Persuading

Persuading purposes to persuade patient to obey all regulations. The words that commonly used in persuading are probably, would be, likely etc.

For example:

1. I would say that you need a doctor
2. It is a likely that you need medication
3. We really need your supports
4. Could you consider the proposals?
5. Staying in the hospital is not bad idea

Practice the dialogue:

(1) Persuading to see the operate

N: Doctor Joni, can I ask you something?

D: Sure, what is it?

N: May I watch you perform the operation today?

D: But you're a ward nurse.

N: I know, but I want to be in the theatre once a while. I doesn't dare ask the other doctors.

D: Wouldn't you be on duty this afternoon?

N: No, I'll be free after lunch. Is okay doctor?

D: Not a problem. I'll let the theatre people know.

N: Thank you very much, doctor. I really appreciate that.

D: Don't mention it. See you there.

N: see you, doctor.

b. Consoling/soothing

Consoling purposes to consul patient to be calm down or relax

For example:

1. Take it easy...

2. Calm down...

3. Don't worry...

4. Take a deep breath ...

5. You're in pain. Aren't you?

Practice the dialogue:

(1) Patient need comfortable and relaxing

N: Good morning... How are you?

P: Well... not very good, I'm afraid

N: I can see that..., but we'll help you out. Now... shall we try to something to make you relaxed?

P: Do you think it will work?

N: It usually does. Just relax... Take this seat and put your head down here...Dr, Joni is a real expert here.

P: Is she?

N: Yes... she knows what to do. You will like her

P: I hope so.

c. Encouraging/Motivating

Encouraging is used by nurse to encourage patient to have a positive thinking about her/his disease

For example:

1. I'm sure you will make it.
2. Have faith and everything will work out well
3. Be brave and you'll be okay
4. You need to see the bright side of it.
5. Just does it, you've got nothing to loose.

Practice the dialogue!

(1) A patient gets loss of her leg and doubt to go home.

P: I don't know what to do...

N: You may not know what to do now, Sir. But once you're out there...There's so much to do.

P: I feel so useless

N: I understand the feelings. Some people think this is the end of the world. But many handicapped people do useful things, Things they never thought of before.

P: Like what?

N: One of our patients last year... You know, he writes now. He says he can't be happier.

P: Really? I should think of hobby now.

N: Why not. Everyone has potentials.

P: That's true. Thanks.

N: Welcome.

d. Reprimanding

Reprimanding purposes to reprimand patient politely

For example:

1. That's not right thing to do.
2. This is not good for your digestion
3. As far as I know, you're not supposed to smoke
4. STOP it, will you?
5. I'm sorry, but you have deliberately broken the rule.

Practice the dialogue!

(1) Reprimanding the visitors at the hospital

N: Excuse me, ladies. I'm sorry to tell you that no more than 4 persons are allowed

V: But nurse... we came all the way from central java

N: I see. But... that's the rule here

V: Are you saying that we came here in vain?

N: Alright. Let me tell you what I'll do. I'll take four people at time.

So, you'll take turns. The rest please stay here

V: (visitors mengambil oleh-oleh makanan untuk diberikan ke pasien)

N: One more thing ladies... Food from outside is not allowed

V: What do you mean?

N: I'm sorry... you have to leave the food here

V: Oh...no

N: I'm so sorry

e. Complaining

Complaining is used to express the complain of patient

For example:

1. Is this what you call 'first class hospital'?

2. How come he did that to us?

3. Oh.....not again.....

4. How could you do this to me?

5. What kind of service is this?

Practice the dialogue:

(1) Condition at the hospital

N: Look at this mess... Is this what you call 'first class hospital'?

S: Well. That's what it is

N: Why on earth don't they hire more cleaners around here?

S: Efficiency, I guess.

N: That doesn't make sense

S: It does to them

N: It's always about money, right?

S: What can I say?

N: Right...who cares...

C. Latihan

1. Patient: I think my temperature is high

Nurse: Let me check it. You are right.

Patient: Oh no... and I feel dizzy

Nurse:

- a. You need to sleep
- b. It is likely that you need medicine
- c. It is likely that you need to go to bathroom
- d. You need to drink milk

2. Patient: I'm afraid to check my blood sugar. It hurts.

Nurse:

Patient: Oh yes, You are right, it's not hurt like I imagine

- a. Let me tell you that it will hurt you
- b. Don't worry, It is hurt a little bit, but that's okay
- c. Let me tell you that your finger will be bleeding
- d. Let me tell you that it will bother you

3. Patient: What do you think about wound? Does it get infection?

Nurse:

Patient: Oh yeah, I'll take care of it appropriately

- a. Your wound is infected because there are slough and it is smelling
- b. Your wound is not normal because it's full of necrotic
- c. Calm down, I'm sure It will be cured well
- d. Your wound is ugly and it need to debridement

4. Nurse: do you drink this softdrink?

Patient: Yes I do, I really want to drink it

Nurse:

- a. Keep it up
- b. Whatever
- c. This is not good for your digestion
- d. This is good for your digestion

D. Kunci Jawaban

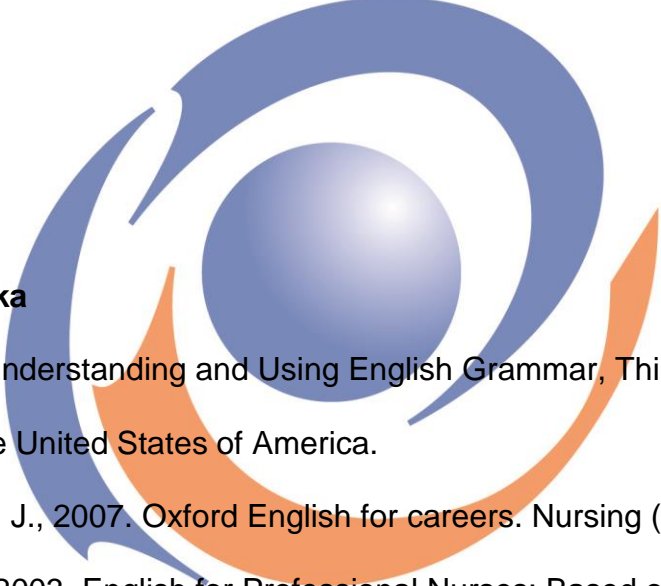
- 1. B
- 2. B
- 3. C
- 4. C

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