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#### **Scenario 4 – Softskill two – Simple language and repetition**

Ilinca, a 10-year-old girl, was admitted for severe epigastric pain and intermittent vomiting for approximately 2 days. She suffered very much when the nurses took the blood samples for laboratory tests, and now she is very scared. She cries every time one of the healthcare staff enters her room. Now, the pediatrician decided to perform an abdominal ultrasound on her, but she refuses.

- Ilinca, I am here to help you, but it is important to let me see inside your belly.

Crying, the girl says:

- Nooo....I know that it will hurt...
- My dear, let me explain to you what an abdominal ultrasound means, and what you will have to do. You have to lie on your back without being afraid of anything because I give you my word that it won't cause you any pain. You have to lift your pyjamas, and I will put something just like a cream on your belly. Most-likely it will feel a little cold, but that is it. Do you understand?
- Yes....
- Do you think that you can let me do what I told you until now?
- Yes...

The girl lies on her back, lifts her shirt, and lets the doctor put the gel on her belly.

- It doesn't hurt until now...
- See? I told you. Now do you trust me?
- Yes...and slowly she stops crying...
- Now, my dear, I will touch you as gently as possible with this device and we will watch together this screen so that we can see inside your belly.

The girl starts to cry again:

- But, I am afraid of that device....
- Oh, please don't cry. Please put your finger on it and see that you don't feel any pain.

The girl hesitates at first, but after touching the ultrasound, she is relaxed.

- Now I will put the device on your belly starting from the top, and gently I will move it around to make sure that everything is ok in there. You just have to stay still, and we will be done before you know it.
- Ok....
- See? my darling...I promised you that it won't hurt. We are almost ready. I will only look at your urinary bladder to see if I can find a fish swimming in there.

The girl starts to laugh....

- Unfortunately, no fish swimming....And we are done....Did it hurt?
- Not at all.
- Will you trust me in the future?
- Yes, doctor.



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