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### Scenario 9 – Softskill five

Ilinca, a 5-year-old girl, was admitted in the Pediatrics Clinic for fever and productive cough. Based on the clinical exam, laboratory tests, and chest X-ray, the pediatrician established the diagnosis of pneumonia, and decided to administer intravenous treatment. She is admitted with her mother.

The pediatrician enters the room with a gentle smile on her face and with a soothing voice, she says:

- Hi, Ilinca. How are you today?

The girl runs into her mother's arms and hides there. The doctor looks at the mother and says:

- Mum, unfortunately your daughter has pneumonia and we have to give her antibiotics by vein.
- Oh, I was afraid that you would say that. I don't know if I can convince her to accept an IV.
- Please, let me handle it with her.
- Ilinca, I want to take you on a trip for a few minutes to meet some nice ladies. They look like the fairies you know from fairytales. Will you come with me and meet them?
- Yes...

The doctor takes Ilinca into the treatment room and she meets the nurses.

- Ilinca, now pay attention to me. These nice fairies will do a magic trick so that you can feel better and go home as soon as possible.
- What trick?
- They will insert a small tube into your arm so that we can get some water and medicine through the tube, ok?
- It will hurt???
- No, dear, it will just feel like a mosquito bite.

The nurses place the IV into the girl's arm. Afterwards, the doctor takes her into her room.

- Mother, it didn't hurt at all, and I was very nice. Can we go home now?
- I don't know Ilinca, only the doctor knows.
- No, Ilinca, not right now, but I hope that in a few days you will go home.

The mother smiles and looks at the doctor:

- Thank you very much, doctor. I cannot believe that you convinced her.



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