



I5: Healthcare provider-patient/family interaction

Roles/Script:

Cheryl—you are Cheryl a 38 year old woman who identifies as a lesbian. You have been in a relationship with Sam for the past 8 years. You are in severe pain, having had your appendix removed just hours ago, and are frightened. You have just been brought into your room from the PACU and you do not know where Sam is, you are scared to ask as you don't want to come out just yet for fear that some one may not be accepting. You have always scoped things out before telling someone you are a lesbian. Sam arrives to find you crying and is comforting you, when a nurse you have not yet met bursts through the closed door.

Sam—you are Samantha (Sam) a 41 year old woman who identifies as a lesbian and is Cheryl's partner of 8 years. You brought Cheryl into the emergency department 5 hours ago because she had doubled over in pain. Cheryl was diagnosed with a ruptured appendix and was whisked off to surgery. You have been waiting in the waiting room for hours and are worried about Cheryl. A volunteer has just informed you that Cheryl is in her room and tells you the room number and gives you directions to the unit. You go racing off to see her and find her crying in her room. A nurse bursts in, and you wait for her to speak.

Nurse—you have just gotten report on Cheryl who had her ruptured appendix removed on an emergency basis, and is being transferred to your unit from PACU. You were told that Cheryl's significant other, Sam, is with her. You assume that Sam is a man. You need to get a set of vitals, hang IV meds, and admit Cheryl to the unit. You walk in to find Cheryl and another woman holding hands and crying together. You do not know the nature of the relationship between these two women. It is up to you to begin the conversation and start collecting admission information on Cheryl. How do you introduce yourself and build rapport?

Observers—note how the role-play goes. Did any of the characters seem uncomfortable? Give feedback to the players on how well they played their parts.



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