

Plain Language Practice Situations

Instructions:

- Choose one person to be the care manager, one person to be the patient, and one person to be the observer.
- Use these situations to practice using “plain language”
- Take about 5 minutes per scenario and be prepared to discuss how the interaction went in terms of using plain language. The observer should be listening and observing to be able to provide feedback to the care manager about things they did well and things that could use improvement.
- For the next scenario, switch roles so that each person has the opportunity to be the care manager, patient/client, and observer once.

Scenario 1:

The patient/client has just been diagnosed with type 2 diabetes and needs to start monitoring her blood sugar levels and taking insulin. When you meet with her, she tells you she didn’t understand what the doctor said. You have to explain the following to her:

- diagnosis
- glucose monitoring
- new schedule of following up with dr. every three months
- referral to nutritionist and why this is important

Scenario 2:

The patient/client has just been diagnosed with high blood pressure and will need to make serious changes to his diet (eating fewer high fat/high calorie foods and consuming less salt), start taking medication and begin to exercise. He is used to eating foods high in fat and loves “cupcakes” that his daughter seems to make every week. He also admits that he does not like to exercise much. You have to explain the following to him:

- How fatty food affect blood pressure
- The importance of exercise and its connection to heart health
- How to take his medication and importance of taking it exactly as prescribed

Scenario 3:

The patient/client has not been taking his medications for asthma, or depression. He has been missing a lot of appointments and keeps ending up in the emergency room because his husband calls 911 when he says he just wants to die. You have finally made an appointment to see him in his home and notice lots of ash trays around. Both he and his husband are there. You have to explain the following to him:

- Importance of taking medications as prescribed
- Connection between not taking medications and his suicidal thoughts
- Connections between not taking asthma medications and his physical and mental health

Scenario 4:

The patient has asthma and cardiovascular disease. She has an appointment with her cardiologist and one with her pulmonologist. She is frustrated because they are on different days. She is unclear about her Medicaid status as well. You have to explain the following to her:

- The difference between the two doctors and the importance of seeing both
- How to get to the different appointments
- The importance of making sure her Medicaid is active and up to date

Scenario 5:

The patient is 17 years old, pregnant, and has asthma. She has been to the ER three times during her first three months of pregnancy with severe asthma attacks. She tells you she has not been taking her asthma medications because her aunt told her the medication can harm her baby. She also says she still occasionally smokes marijuana. You have to explain the following to her:

- The importance of taking her asthma medications
- The effect of asthma attacks on her baby
- The effects of marijuana on the pregnancy