

I was in the hospital on 12/08/2020 attending my rotation clinicals when I walked into one of my patient's rooms to do their vitals. I felt confident in taking vitals, but I was a little timid when it came to how exactly to approach patients while they are in their most vulnerable moments. I timidly asked the patient if it was ok for me to take their vitals really quick and the patient replied, "NO, it's not ok! I immediately did not know what to do. At first, I thought to myself, do I walk out, is the patient serious? I knew it was a possibility the patient was just giving me a hard time, but what if the patient meant it? If I just began the vitals, ignoring what the patient said, then they may yell at me and I would have felt like I violated the patient's wishes. In my mind I was not really asking, I was just trying to politely get the message across that I needed to take their vitals assuming they would politely agree to let me, but I quickly realized I set myself up. At this point I was at a loss for words and found myself in an incredibly awkward moment and I just felt plain silly. The patient's spouse was sitting at the bedside and just giggled a bit with a warm smile which confirmed the patient was just pulling my leg. This was a sigh of relief. I took the patient's vitals, and the patient was compliant and very pleasant to interact with. I left the patient's room to continue to another. When I entered the second patient's room another hospital employee was in there letting the patient know that they were there to take them for a stroll in a wheelchair. The patient was not happy about it and said they did not want to go for a stroll and would rather stay in bed. The employee in a happy cheery voice said, "well we have to get you moving, don't you want to see some pretty faces out in the hall?!" The employee had a way of insisting in such a fun and sweet way with no fear or hesitation that the patient agreed and next thing you know, the patient is having a blast and telling the employee pushing the wheelchair, "Are you trying to go 100 miles an hr. out here, I feel like I'm racing." The patient had a child like smile and tone to their voice and even though the employee was not going very fast, the patient was enjoying the ride! After observing the employee choose their words wisely making sure not to ask or show fear of resistance along with a cheerful energy, I knew I needed to choose my words wisely and bring some good energy with me because everyone needs a ray of sunshine in their life one way or another! I also took the advice of another student that was in my clinical group who explained that they would walk in a patient's room with the mentality that they already knew them, as if they have never met a stranger. I really liked that advice and I plan to apply this in my next week's clinicals. I truly believe this will help me become more confident in my interactions with my patients as well as make my patients feel more loved and cared for. I am here to help the patients in any way I can and sometimes the patients get a little down in spirits while waiting out their healing process. This may cause them to not want to do much, but I realize sometimes we need to gently force them onto the road to recovery.

Stephanie Garza IM4