

## SETTING

Public Hospital - Radiography Department

## PATIENT

You are 35 years old and have been suffering from stomach cramps and bloody stools. You are now waiting for the results of an abdominal X-ray that was carried out on you over one hour ago. You are feeling anxious and have requested to speak to the radiographer. You want the radiographer to tell you what he/she can see on the X-ray.

## TASK

- When asked, say that you are really anxious about getting the X-ray results and having to wait around for so long is making it worse.
- Say the radiographer must see a lot of X-rays and so must be able to give you some idea of what the X-ray shows once it has been done.
- Admit that you have a bad feeling and think that there might be a really serious problem. Ask what the GP will be looking for in the X-ray.
- Say that you will speak to your doctor at the follow-up appointment. Say you hope you don't have to wait too much longer for the X-ray as you have already been waiting a long time.
- Say you are glad you are next in the queue and will go and wait in the waiting room.

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## RADIOGRAPHER

One hour ago you performed an abdominal X-ray on a 35-year-old patient who has been experiencing stomach cramps and bloody stools. The patient is waiting for the results and has requested to see you. He/she is anxious and wants to know what you can see in the X-ray.

## TASK

- Find out the reason for the patient's request to see you.
- Apologise for the long wait (e.g., many patients needing X-rays, urgent cases, understaffed, etc.). Say the wait shouldn't be too much longer.
- Describe your role (take X-ray, check image quality, process the images, no analysis, unable to comment on results, etc.).
- Explain the purpose of the X-ray (e.g., identify cause of pain/bleeding, provide appropriate treatment, etc.). Advise patient to discuss this with his/her GP (can give more detail/specific information, etc.).
- Resist giving a timescale for waiting but inform the patient he/she is next in the queue. Ask him/her to return to the waiting room until his/her name is called.