

Lesson 2: Case of a Diabetic Patient

When introducing yourself, you should always be mindful of your _____, _____, and the _____ of your voice.

You should sound _____. You should also speak _____ and _____ so that your patient can understand you.

In order to find out why the caller is calling, you should ask _____ questions.

When your patient is in an emergency, you must have the skill to _____ the _____ immediately and _____ to maximize the chances your patient will avoid serious complications.

If a caller's symptoms are urgent, then the care advice should be very _____. You do not want to waste time _____ the caller about his or her symptoms or talking about how to avoid them in the future.

You should always seek to avoid a _____ in _____.

If your patient is driving to the ER, you will want to inform the caller about what _____ symptoms to watch out for that might indicate the need to _____ and _____ for more assistance.

The caller's confirmation that he or she will comply with your _____ is an essential part of your nursing encounter.