

Marginalized populations assignment

[Sociology](#)



April 14, 2010 Communication for Marginalized Populations By: Nae Robinson
Axia College of University of Phoenix HCA 230 Communication Skills for the
Health Care Professional In this assignment we had to pick the best scenario
for the four scenarios that were given. I chose scenario 1, about an elderly
woman who went to see the doctor for an examination her name is Mrs. Elson.
She had a 24-year-old medical assistant named Rosie who has been working
in primary care practice for six months. While examining Mrs.

Elson she weighed her, and took her blood pressure, at the same time she
noticed that Mrs. Elson was hard of hearing and showed signs of stress and
anxiety and seemed confused about her results. We had three choices to
choose from to see how the assistant would handle it and I chose choice 2
which states: " Mrs. Elson, your blood pressure is somewhat above normal-
but normal can mean different numbers for different people. " " And what
does that mean for me? " Mrs. Elson asks.

Rosie says, " The doctor will have so much more information to share with
you as to whether you have a problem and how to resolve it if you do. " I will
be sure to document your question in the chart so he can address it with
you. According to the feedback for my choice, it is important that the
technician keep the elderly patient in a positive mood, and diffuse extra
anxiety above that which naturally occurs in a setting such as this. It is okay
to share the blood pressure numbers; it is also possible to just say- " it is a
little elevated. It is not the province of the medical technician to make
personal commentary as to the reasons for this elevation. Essentially
although she is a caregiver, she is not the primary caregiver, and does not
have the expertise to make pronouncements or decisions for the patient. In

<https://assignbuster.com/marginalized-populations-assignment/>

scenario 3, you had a 39-year old woman from Venezuela who name is Ramona. She is an illegal alien with a green card pending and had been in the United States for 17-years. This patient can speak English but do not speak it well so she have her 10-year old daughter interprets for her who's name is Patricia.

Jane, is the medical assistant who come in the examining room to discuss the problem with Ramona. The best choice for this situation is choice 1 which states: Hello, my name is Jane, Dr. Haven assistant, I am here to get you ready to see the doctor. How are you Ramona? And who is this beautiful child with you? Ramona responds, " This is my daughter, Patricia. " If I do not understand everything that you or the doctor says, Patricia can always help us out and interpret for me. " Good", says Jane. " That what we need. " So what seems to be the problem.

The feedback for the choice I pick states: Jane made Ramona and Patricia comfortable through friendly dialogue and by acknowledging Patricia. Now Ramona will be able to converse much more easily with the doctor, and Patricia will likely contribute valuable information. Last but not least scenario 4, we have a situation about the emergency room and how busy they can be. And if a situation is not of life or death people must sign in and wait to be call. We have a patient who walk in the emergency room name Marty, who eyes are red-rimmed and his breathing is rapid and shallow.

He appears mused, and not too clean. He moves erratically to the registration counter, where Maura is waiting to sign in patients. Now let's see how she handle this situation with Marty. Out of the three choices number 2

is the best choice on how Maura handle the situation and it states: " Sir, you look in distress. " May I help you? I need help, said Marty. " What seems to be the problem? " Asks Maura. " Well, Marty says, I'm a farmer; I know it is allergy season, but I took my Asthma medicine and still can't breathe! Please help me. According to the feedback for the choice I made; Maura, concern about the patient's health, rather than his physical appearance, by identifying that Marty was in serious respiratory distress. By recognizing that he deserved as much or more care than other patients in the room, Maura correctly fulfilled her role as administrative staff. Good job Maura!!! I feel that this lesson from the simulation activity is to help handle different situations that may come up when you are a caregiver and work in the population. It also show how to handle ourselves and communicate with our patient's on their level so they can understand us better.