COMMUNICATION WITH THE RESIDENT DURING OPENING PROCEDURE

Opening Procedure:

1. Wash your hands before entering room; Simulate a "Knock" on the Door—while saying “knock, knock”
2. Introduce yourself and identify resident by checking the ID band— “Good morning, my name is Sean McKnight and I’ll be your Student Nurse Assistant today...may I check your ID band, please? (Check the band; read/say resident’s name aloud). “Thank You... I see that your name is Mrs. Jane Wilson... it’s very nice to meet you, Mrs. Wilson.”
3. Explain procedure/ask for permission to perform skill— “Mrs. Wilson, the Nurse has asked me to take your blood pressure at this time. Is that alright with you?” ... (Resident’s response is “Yes”) ...“Thank You, Mrs. Wilson.”
4. Gather supplies— “Mrs. Wilson, I’ll go wash my hands again and gather the supplies I’ll need...here’s your call light (Place it within reach of resident’s hand) ...I’ll be back in just a moment.”
   - Collect all supplies needed, carrying them away from your uniform.
   - Place a barrier (example: a blue chux) on over-bed table and neatly arrange your supplies.
   - Forgot some supplies? Ensure resident’s safety; wash hands; tell resident where you are going.
5. Provide privacy—Simulate closing the curtain and the door while saying “I’ll close the door and the curtain for your privacy now.”

COMMUNICATION WITH THE RESIDENT DURING CLOSING PROCEDURE

Closing Procedure:

1. Position resident comfortably in correct body alignment— “Would you like to get back into bed?” Stand at foot of bed and say “I’m just checking to be sure you are comfortably aligned in bed.” Or ask the resident, “Would you like to remain seated on your bed?”
2. Raise side rails— “I’ll raise your side rails now, for your safety” (Tell/warn resident ahead of time). Or say to the resident “If there is an order for side rails, I will raise/lower your rails...”
3. Return bed to lowest position— “I’ll be lowering your bed now, for your safety” (Tell/warn resident ahead of time).
4. Place call light within reach— “Here’s your call-light Mrs. Wilson, I’m clipping it right here, next to your hand. Can you test it now by pressing the red button? Great...that’s exactly how it works.”
5. Open privacy curtains— “I’m about to leave now, Mrs. Wilson...would you prefer your curtains open or closed at this time?”
6. Say goodbye— “Let me double check to make sure your phone, water, TV control and tissues are within easy reach. Did you need anything else before I go? OK, Goodbye Mrs. Wilson...if you need anything, just press the call button.”
7. Wash your hands, after completing your procedure, just before you walk out of the door to leave resident’s room; next, you will report and record—you can say to the resident: “I’ll report your blood pressure to the Nurse and record it in your chart.”