

Pain - Communication and the Patient Experience

Case Example: Mother and Child

Boyd:

Mom! My arm's bleeding!

Mother:

What happened?

Boyd:

I fell!

Mother:

Well, you were going too fast. You were rushing and -

Boyd:

It's hurting and I'm bleeding!

Mother:

Oh, you're okay; it's not serious. Look at me: you're okay.

Boyd:

I'm not okay! It's still bleeding!

Mother:

Boyd! Stop! [sighs] See? It's just a scratch. It's not a big deal.

Boyd:

I can't go to school. It's still bleeding!

Mother:

Of course you can go to school. Don't be ridiculous, okay?

Listen, honey, I have to finish cleaning up around here; I have to finish your lunch, so I need you to put your shoes on, get your backpack on, and stop this, okay? You are fine. It is just a scratch.

Do you want a band-aid?

Boyd:

No!

Mother:
I can put a band-aid on it.

Boyd:
I said no!
I'm getting my shoes.