

APPENDIX 14: Transcript of the video conversation in Exercise 9.3

This is a transcript of the video conversation in **Exercise 9.3**

MEDIC: Hi Susan, what happened?

SUSAN: I burned my arm changing machine parts.

MEDIC: OK. Let's have a look.

Oh, it doesn't look too bad. Did you wash it or put anything on it?

SUSAN: No, just the towel.

MEDIC: OK. Well, we're going to clean it up and put a sterile dressing on it.

SUSAN: OK. Great. Um... Could I get an aspirin or a Tylenol? It really hurts.

MEDIC: OK. Well, um, do you have any allergies?

SUSAN: Not that I'm aware of. No.

MEDIC: Are you taking any medication?

SUSAN: No

MEDIC: OK. And by the way, who brought you in today?

SUSAN: I got a ride with one of my coworkers.

MEDIC: OK, well just so you know you'll have to inform your supervisor and fill out an incident report.

SUSAN: Oh, OK.

MEDIC: OK. So I'm going to go wash my hands and we'll get started.

SUSAN: Great. Thank you.