



UNIVERSITÀ DEGLI STUDI DI MILANO

Introduction to role plays

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The context

Patient is waiting in the large waiting room of a cancer hospital.

There are many people waiting in the waiting room.

The patient nervously looks around the waiting room, trying to make eye contact with other patients.

This is the very first time the patient is seeing the Hematologist at Cancer Hospital.

The spouse of the patient is in attendance as well.

The patient is extremely anxious and the spouse is very nervous as well.

In the situation the patient, the wife, a nurse and the doctor will interact

Observing the relationship

Factors to be taken into consideration for a good communication/relationship

1. The **environmental context** in which the relationship is taking place
2. **Paralinguistic and non-verbal aspects**:
 - Openness/Proneness to visual contact;
 - Patient's and professional's posture and body language;
 - Patient's and professional's voice tone;
3. **Verbal language** characteristics used by the professional and his/her goals;
4. **Body contact** used by the professional:
 - Only for therapeutic intervention goals? or with relational aims (e.g: provide physical help, transmit comprehension and reassurance)?;
5. Patient's **behaviours and emotional reactions** during visits and professional's response attitudes, and changes over time.
6. patient's and professional's **expectations and hypotheses**