Service Dialogue for Caroline Mayo
Description of Family:
Riley is a hispanic, 9 year old girl who has been diagnosed with leukemia. Yesterday she had a port implantation procedure where she will be receiving her chemotherapy every two weeks. In between rounds of chemo she will have to stay in the hospital to decrease the amount of illness she could be exposed to. Riley comes from a middle-class, catholic family, and has one younger sister, age 4. Mom, dad, and sister are in her hospital room when I come in to introduce myself.
Description of Setting:
Working inpatient at a children's hospital.
Service Dialogue:

CCLS: Hi, my name is Caroline, I am one of the certified child life specialists here. It is my job to ensure Riley and your family are as comfortable and informed about her treatment as possible during your time here. Hopefully we all can work together to support Riley's development, while also minimizing the stress that a hospital environment can bring. I am here to advocate not only for Riley, but for you guys too, so please let me know if you have any questions or concerns.

Mom: It is so nice to meet you. I am excited to learn more about what we can do for Riley during this difficult time.

CCLS: Of course! It is my job to make sure she is able to have fun while still being in the hospital. I also want to make sure her sister feels involved in the process so she doesn't start to feel left out. (Turning to Riley, making sure to bend down to her level while making eye contact) Do you want to learn more about the port you just got where you will get your chemotherapy?

Riley: Yes

CCLS: (Pulling out a personalized hospital doll to explain chemotherapy to Riley and her little sister, as well as the rest of the family).

I explain the sequence of events to Riley and what she can expect when receiving her treatment

CCLS: Riley would you like to connect your doll to the machine?

Riley: Yes. Is this what they will be doing to me when I get my chemotherapy?

CCLS: Yes, but I am here to help you feel as relaxed as possible during it. Do you want to give the doll her medicine?

Riley: *Injects sterile water dyed with food coloring, and sees it go through the port on her doll.*

CCLS: This is how it will look when you get your chemotherapy, except it won't have any color, it will just be clear.

Riley's Little Sister: Is she going to get sick?

CCLS: The chemotherapy will probably upset her tummy, and make Riley feel tired, but we can talk about ways to make her feel better when she isn't feeling good. During her chemo, Riley can play on the iPad here, color, have books read to her, and many other things. Later you and I can make her a get well card to help her feel better. Is that something you think you would like to do?

Riley's little sister: Yes

CCLS: (Looking at parents) I am going to head out now, but I will come back later to check in. Here is a pen and some paper to write down any questions that might come to mind. I know this process can be really overwhelming, so just know I am here for Riley just as much as you guys.