

HEALTHCARE

Difficult Conversations

Virtual patients, relatives, and colleagues who react to what you say. Practice the conversations that change outcomes, before they are real.

The first difficult conversation should not happen with a real patient.

Professionals talk in natural language with virtual patients, relatives, and colleagues who respond to their questions, their clarity, and the way they handle the relationship: informed consent, diagnostic uncertainty, bad news, escalation, conflict, coordination of care. Each conversation can be repeated, in the same language or in another, with rubric-based feedback agreed with the organization. Avatars can also act as mentor, tutor, or coach between attempts.

40+

**LANGUAGES, SAME
SCENARIO**

4

**THINGS TO
OBSERVE IN
EVERY
CONVERSATION**

10 min

A TYPICAL SESSION

THE PROBLEMS WE SOLVE FOR HOSPITALS, MEDICAL SCHOOLS, AND HEALTHCARE ORGANIZATIONS

01 — LEARNED ON REAL PEOPLE

Communication skills are practiced for the first time with real patients and families

Virtual counterparts react like people do, to tone, pauses, and word choice. Mistakes cost nothing, and the conversation can be run again until the words come out right.

02 — ROLE-PLAY THAT NOBODY TAKES SERIOUSLY

Colleagues playing patients know the script and soften the reaction

The avatar does not know what you intend to say. It responds to what you actually say, and it does not spare you the question you hoped to avoid.

03 — ONE LANGUAGE, MANY PATIENTS

Teams serve patients in languages the training never covers

The same scenario runs in the languages your service needs, with the avatar reacting in each. Cultural awareness can be part of the rubric where you configure it.

FOR WHOM

Physicians, nurses, and allied health professionals; residents and students; patient relations, palliative care, oncology, emergency, and pediatric teams; hospitals, clinics, and healthcare organizations serving multilingual communities.

FORMAT

Web browser, mobile devices, or immersive environments; alone or with a facilitator. Languages, roles, levels, scenarios, rubrics, and use of results chosen by the institution. Integrated with your learning platform.





INSIDE THE SOLUTION

Enter. Speak. Listen. Review. Again.

- 01 Enter the situation**
Informed consent, diagnostic explanation, escalation of care, coordination with colleagues, or an emotionally demanding conversation with a patient or family.
- 02 Speak and listen**
A natural-language conversation with a virtual patient, relative, or colleague who responds to questions, clarity, and the way the relationship is handled.
- 03 Review the exchange**
Transcript and rubric-based feedback: clarity and structure, listening and emotional response, handling of questions and conflict, language and cultural awareness where configured.
- 04 The same conversation, in another language**
A nurse explains a change of treatment to a relative in Italian, then in English, then in Arabic. One scenario, several languages, one rubric.

WHAT YOU GET

Configured scenarios

Your situations, roles, and levels.

Any language

The same scenario, in the languages your service needs.

Rubric-based feedback

Agreed with your organization, reviewed by people.

Mentor, tutor, coach

Avatars that help between attempts.

Start with one service

Choose one service and the three conversations its staff find hardest. We configure the scenarios and the rubric with your clinical leads, a group practices for a month, and we look together at the transcripts and at what changed between the first attempt and the last.

WORKS WITH CLINICAL REASONING

The patient a learner has just diagnosed can be the one they now have to inform: the reasoning case and the conversation run on the same simulated patient.

PART OF THE HEALTHCARE OFFER

One of the five e-REAL Healthcare solutions, with Clinical Reasoning with Simulated Patients, Team Readiness and Emergency Practice, Artificial Intelligence in Healthcare, and Preparing to Give Evidence.

LET'S TALK

Book a demo on www.e-real.net or propose a scenario for a pilot.

CONTACT

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