

The Calm Advocate Script

1. Start with the Nurse or Doctor

Q ask this
(respectful &
clear)

A Hi, can I share a concern? I'm worried that we may be missing something in the care plan. I've noticed (describe what you see: pain not controlled, delays, change in condition). I want to make sure we're doing everything we can for them. Can we talk about the next steps?

2. If nothing improves

Q Ask for the Charge Nurse

A Thank you for your help. I'm still really concerned about the care plan, and I don't feel like we're getting the clarity we need. Could you please connect me with the charge nurse? I'd really appreciate another set of eyes so we can get on the same page

3. Keep Notes

Q To support your concerns (Short + Neutral)

A Just so we have clear information, I've been writing down what we're seeing — times, symptoms, and changes. I want to be accurate because this is important to us

4. If needed..

Q Request Patient
Advocacy

A We still feel the care plan isn't addressing our concerns, and we'd like to involve Patient Relations or a **Patient Advocate**. We want to work together, not against anyone, but we need support to make sure nothing is missed.

Use this script when you feel your loved one isn't getting proper care and you need to speak up—calmly, clearly, and effectively.

