

Service Dialogue for
Makenzie Marwitz

Description of Family:

The Scotts family is a Caucasian middle-class family in a small town in central Indiana. The Scotts family practices Christian religion. This family consists of 4 individuals: mom (Susan), dad (Chad), daughter (Ruby), and son (Alex). Susan and Chad are 42 years old. Ruby and Alex are 18 and 22. Ruby's diagnosis is defined as POTS and is diagnosed with autism spectrum disorder (ASD). She has been diagnosed since birth and just recently started to cause detrimental complications. Ruby and her mom were present in the room when I arrived.

Description of Setting:

I am working inpatient at Riley Childrens Hospital in Indiana.

Service Dialogue:

Ruby has been inpatient for 2 weeks and has had complaints of anxiety and depression

CCLS enters the room

CCLS: Hi everyone! My name is Makenzie, I am the child life specialist on your care team and wanted to introduce myself! If you need anything, please let me know or any one of my colleagues. We are here to help with anything! Are you the lovely Ruby?

Ruby: Hi! I am Ruby!

CCLS: Hi Ruby, it is so nice to meet you! And are you mom?

Mom: Yes, I am mom

CCLS: Great! It is nice to meet you as well. If you need to take a step out or want to get lunch let me know! I am here to help make everyone comfortable.

Mom: Thank you so much.

CCLS: Yes of course. I see that you love painting animals *notices the painted pictures on the wall*

Ruby: I love painting! We used to do it all the time at home but since being here I haven't been able to *sad gestures to mom*

Mom: I promise when we get home, we can paint. I am sorry love

CCLS: I actually have something really cool and fun that I think you would like that involves animals and PAINT! Would you like to see it?

Ruby excitedly looks over at mom

Ruby: Yes! Yes! Yes!

CCLS: Perfect! Give me one moment, I will be right back! Mom, would you like to join Ruby's painting extravaganza?

Ruby overjoyed

Ruby: Please?!

Mom: Yes, I will join!

CCLS: Yay! Is there a certain color that is your favorite?

Ruby: I love RED! Just like my name!

Mom: I will have pink. Thank you!

CCLS: Okay, give me one moment!

*CCLS leaves to go grab blank ceramic farm animal (pig and horse) for mom and Ruby)

knocks on door

CCLS: Hello! I am back! Here are the animals that I have with the colors of paint. Would you like the pig or horse?

Ruby: Ooooh, can I have the pig?

CCLS: Yes! And what would you like mom?

Mom: The horse is perfect, I used to grow up on a farm.

CCLS: Well, look at that! It is meant to be.

Ruby: I am so excited! Mom, look at my pig!

Mom: It is so cool! Wow!

we all laugh

CCLS: *looks at mom* Do you you need anything? Water? A walk? I am here to help.

Mom: No, I am okay. Thank you for doing this for her. She has been overwhelmed lately and it is nice to see her not worry about being at the hospital. I appreciate you so much.

CCLS: Of course, that is what I am here for. If you need anything please don't be afraid to give me a call. I hope you have fun painting Ruby!

Ruby: I so will, thank you!

CCLS: You are welcome! Have a great day!

Ruby and mom: you too!

CCLS leaves the room