

Listen, I've had a bad couple days and I'm not in the mood to be here right now. Kinda pissed off.

Well my name is Victor/Victoria and I am here to listen. Would you like to tell me what is wrong?

I mean everyone gets down sometimes. What is wrong?

I mean I guess you could just cheer up but I guess you can tell me what is wrong.

Life has just been so hard lately. Pregnancy is tough and sometimes I just feel sad and worthless.

I see you want to talk, so how about I make sure your vitals are okay as you continue to tell me what troubles you?

Seems pretty serious, how about I check your vitals?

How about you just relax and I will take your vital signs?

IF H = 0, -1, -2

I feel like such a burden to everyone and I don't know what to do about it.

That is very understandable. What else seems to be bothering you?

That makes sense. I will start to take your vitals now.

Well you are gonna be seeing psychiatry.

IF H = -3, -4

I can't just relax, is that really your advice?! Why would you tell me to do that?

I apologize, how about you tell me about what is bothering you and I'll check your vitals.

I'm sorry, I just want to get my job done.

I'm sorry you feel that way but your attitude is making the situation worse.

IF H = 1

Thank you for listening to me and wanting to take care of me

Action Required

IF H = -5

NOT POSSIBLE FOR THIS LEVEL

IF H = 0, -1

Honestly I can't have a baby right now. I have no job and my boyfriend is not really in the picture.

That is concerning and a completely understandable feeling. We have many resources we can offer you.

That sounds awful. I wish I could do something to help you.

No problem, just trying to make sure you are all right so that you don't disturb others.

IF H = -2, -3, -4

You are so rude! I want to talk to someone else. Can I speak to your manager?!

What can I do to make things better for you?

I'm sorry but I just need to get my job done here. I have other patients to check on.

I'm sorry but the manager is just gonna say the same thing.

IF H = 1

Thank you for listening to me today. It felt really good to say these things out loud to someone.

Action Required

IF H = -5

NOT POSSIBLE FOR THIS LEVEL

IF $H = 1, 0$

IF $H = -1, -2, -3$

IF $H = -4, -5$

Thank you for listening to me.
It felt good to talk to someone.

We are done here. I need to call
my ride. I am so done with you.

You know what? Screw you!

Action Required

Action Required

Action Required

Get these cuffs off me man!
I'm no criminal!

Good afternoon, I am Victor/
Victoria. I understand that the cuffs
are uncomfortable but I am here
to help you. Could you tell me
what happened today?"

Hello sir, I'm here to check on you.
Could you tell me what brings you
here today?

I need you to lower your voice.
I am Victor/Victoria and I am
here to help you, but you have to
calm yourself down first.
Now, what seems to be the
problem?

I don't know why the cops hand
cuffed me, get these things off me
now! My stomach hurts really bad!

I understand, but I can't take
those cuffs off right now.
How about you allow me to
make sure you are all right
and let me check your vitals first
and then we can consider taking
off those handcuffs?

I understand you are
uncomfortable sir, but I am here
to help you. I just need you to
let me make sure you are all right.

I will help you, but you must
lower your voice first. Now let
me do my job and check your
vitalsz.

IF H = 0, -1, -2

Listen to me please,
just get this handcuffs
off of me now, like, they
just hurt too much and
my stomach is killing me."

We can work on taking off
those handcuffs, but first I
need to check your abdomen
to make sure there is nothing
serious with your belly.

Just let me check on your
stomach first. We need to do
this in the correct order.

Yes! I heard you the first time.
Just relax and let me check
your abdominal pain.

IF H = -3, -4

You clearly aren't hearing me
straight! What I want you to
do is get these cuffs off me now!

I am sorry and I understand
that the handcuffs are hurting,
but first we must address your
abdominal pain as it could be
something serious. Then we
can work on getting the cuffs off.

I am sorry I am just trying to
do my job. Let's get you out
of here as soon as possible.

I did hear you very well the first
time, but now I need you to
listen to me.

IF H = 1

NOT POSSIBLE
FOR THIS LEVEL

IF H = -5

NOT POSSIBLE
FOR THIS LEVEL

IF H = 0, -1

I'm sorry, its just that I'm in so much pain. But please get these handcuffs off of me, and I will let you do your job.

No problem at all, let's get you checked out and feeling all better.

Just doing my job. Like I said we are here to help

No problem, just trying to make sure you are all right so that you don't disturb others.

IF H = -2, -3, -4

Alright if you take a tone with me one more time we are gonna have a serious problem here, you hear me?!

I apologize for my tone lets start over and figure out how to best help you.

I'm sorry but I just need to get my job done here. I have other patients to check on.

I'm sorry but you need to calm down and cooperate so I can be done with this and check on other patients

IF H = 1

I will work with you and let you do your job. I apologize for the inconvenience and I appreciate the help.

Action Required

IF H = -5

YOU KNOW WHAT IM DONE!
(attack attempt ensues)

Action Required

IF H = 1,0

IF H = -1,-2,-3

IF H = -4, -5

I apologize for my behavior
and will try to relax. Thank
you again for helping

You know what I'm done with
this. Just leave me alone
I couldn't care less.

YOU KNOW WHAT IM DONE!
(attack attempt ensues)

Action Required

Action Required

Action Required

HEY! YOU! What are you looking at huh!? Let me out of here, I didn't do anything wrong!

Hello, I'm Victor/Victoria, I just want to make sure you are all right and get your injuries treated. What can I do to help you?

Hello, I am just here to check your injuries. Can you tell me where you feel pain?

Hello, I'm Victor/Victoria. I am here to make sure you are alright and get you patched up. I would appreciate it if you could quiet down a bit, it is unsettling other patients.

My chest and arms are all sliced up. Some drunk started some beef and got what he deserved. Jerk didn't know who he was messing with. And now these cops put me in cuffs, so take these things off me! Don't play with me!

I understand the cuffs may be uncomfortable, but you are pretty badly injured. How about you let me take care of your cuts, and then I'll see what we can do about those cuffs.

Let me get you patched up and make sure you are all right before anything else.

Shouting at me won't accomplish anything. Just let me do my job and make sure you are alright.

IF H = 0, -1, -2

How about you take
the cuffs off first?
Come on, I was just
defending myself.

I can't take the cuffs off first,
but if you allow me to get you
patched up, we can look into
taking the cuffs off
afterwards.

I get that, but I just want to
make sure you are alright and
patch up your wounds.

I don't know that, but what I do
know is that you need to let me
do my job and let me help you
out.

IF H = -3, -4

You deaf or something?!
You clearly aren't listening when
I say that you need to get me
out of these cuffs.

I get that the cuffs are
uncomfortable, and you want
them off, but my top priority is
making sure you are alright.
I'll see what I can do about
the cuffs after.

I just want to make sure you
are alright and get those cuts
patched up.

Calm down, you clearly aren't
listening when I say that I can't
take those cuffs off without
taking care of your injuries.

IF H = 1

NOT POSSIBLE
FOR THIS LEVEL



IF H = -5

That's IT! You are about to
see why you shouldn't mess
with me.
(Patient Attacks)

Action Required

IF H = 0, -1

I guess that sounds better than nothing.
I just want to go home and sleep. Thank you.

No problem at all, let's get you checked out and feeling all better.

Just doing my job.

Sure, you could use some rest with your previous attitude.

IF H = -2, -3, -4

What the hell is wrong with you!? Disrespect me one more time and you'll regret it.

I apologize, I didn't mean to make you feel that way. Let's get you checked out and feeling better.

Ok. Let's get you patched up

Don't threaten me, I am just trying to do my job and you are being extremely rude.

IF H = 1

NOT POSSIBLE
FOR THIS LEVEL

IF H = -5

You're done for buddy!
(Patient Attacks)

Action Required

IF H = 1,0

Thank you.

Action Required

IF H = -1,-2,-3

You know what, it seems like
you are not here to help me.
I want to speak to your manager.

Action Required

IF H = -4, -5

You done messed up buddy!
(Attack attempt ensues)

Action Required