

# Some Counseling Pointers

Counseling patients is an important step to any medical procedure. Some considerations are provided below.

## What to avoid saying



"Sedation-Free TNE is less expensive than sedated endoscopy."



"You won't feel anything."



"The nasal spray tastes great."



"This will be easy and go great the first time you do it."



"Would you do Sedation-Free TNE again?"\*

## What you might say



**"Let me refer you to our billing department to discuss the cost of Sedation-Free TNE."**



**"You will feel some pressure in your nose or throat, but this is totally normal!"**



**"Some kids think the nasal spray tastes yucky, but it can help you be more comfortable."**



**"This may be easy for you or it may seem difficult, but you can do it! This is an important test for you and your doctor."**



**"What could I (as the physician) have done to make this a better experience?"**

\* We recommend waiting to ask about the experience until you meet to discuss the results. The day of the procedure can be stressful for some families and they may have different thoughts during follow-up.