Ensure you are talking to the correct patient and acknowledge the patient's chief complaint (i.e. pain):

"Hi (patient), my name is (nurse) and I will be taking care of you today. I understand you are having significant (type/location) pain, is that correct?"

Introduce the medication you will be using for the pain:

"The medication we will be using to help control your pain is (type of medicine)."

Explain how long the medication will take to work and how long it will work for:

"This medication will take about (timeframe) to start working and should help to control your pain for (timeframe)."

Explain to the patient how the medication will work (see education board in the break room or ask your pharmacist). Discuss possible side effects:

"This medication will help to control your pain by (describe effects). There are possible side effects to this medication, including (describe side effects). We will be monitoring you very closely. We really want to control your pain and will continue to check in on how you are feeling. If this medication does not control your pain, we can talk about other alternatives that may help."

Answer all the patient's questions and address any concerns.

Thank the patient for their time and make sure they understand the plan:

"Thank you for your time, I am confident this medication will help to control your pain. Please let me know if you have any additional questions or concerns. I hope you start feeling better soon."

Example:

Hi Mr. Smith, I understand you are having significant pain in your back, is this correct? The medication we will be using to control your back pain today is called ketorolac. Ketorolac will take about 30 minutes to start working and should help to control your pain for 4-6 hours. This medication works like Advil and will decrease the inflammation in your back that is likely causing your pain. You should not experience any side effects from this dose. We really want to control your pain appropriately and will continue to check in on how you are feeling. If this medication does not control your pain, we can talk about other alternatives that may help. Do you have any questions? Thank you for your time, I am confident this medication will help to control your pain. Please let me know if you have any additional questions or concerns. I hope you start feeling better soon.