

### **When talking to the patient**

ASK the patient (or parent/family) his/her preferred form of communication—check it out—learn how the patient's device (if he/she uses one) works.

- LOOK directly at the patient
- Be aware of lighting that helps or hinders the patient's view of you
- Have an interpreter if needed
- Use print or mobile device to communicate if they cannot hear you**
- Have pre-made HO for the patient
- Have a "text to speech" app on a mobile device available for the patient's use if they desire to use it to communicate with you (if hearing impaired or had head/neck surgery that affected voice or speech)**
- Don't rush- GIVE THE PATIENT TIME to respond
- Use "adult language"
- If they can't think of word, can they spell or write it?

### **Can my patient understand what I am telling them?**

- LOOK FOR HIDDEN hearing impairments:** especially with elderly patients regardless of other current diagnoses
- If patient has a hearing loss or you are not sure, use the personal amplifier to assist them.**
- Keep language clear and simple
- Use multi-modal communication
- Use visual supports
- Have patient repeat your directions back to you

**Think:** what does the patient need to be able to comply with my recommendations?

- Memory aid
- HO
- Mobile device** with an alarm to tell them it's time to take their meds etc.
- Pictures
- AAC referral**
- Amplifier during their visits with you**

**Always have available: amplifier, text to speech device, pictures, HO**

**ALWAYS CHECK TO SEE IF: the patient has SOME CLEAR MEANS OF COMMUNICATION: ALL PERSONS CAN COMMUNICATE IN SOME WAY!!!**