

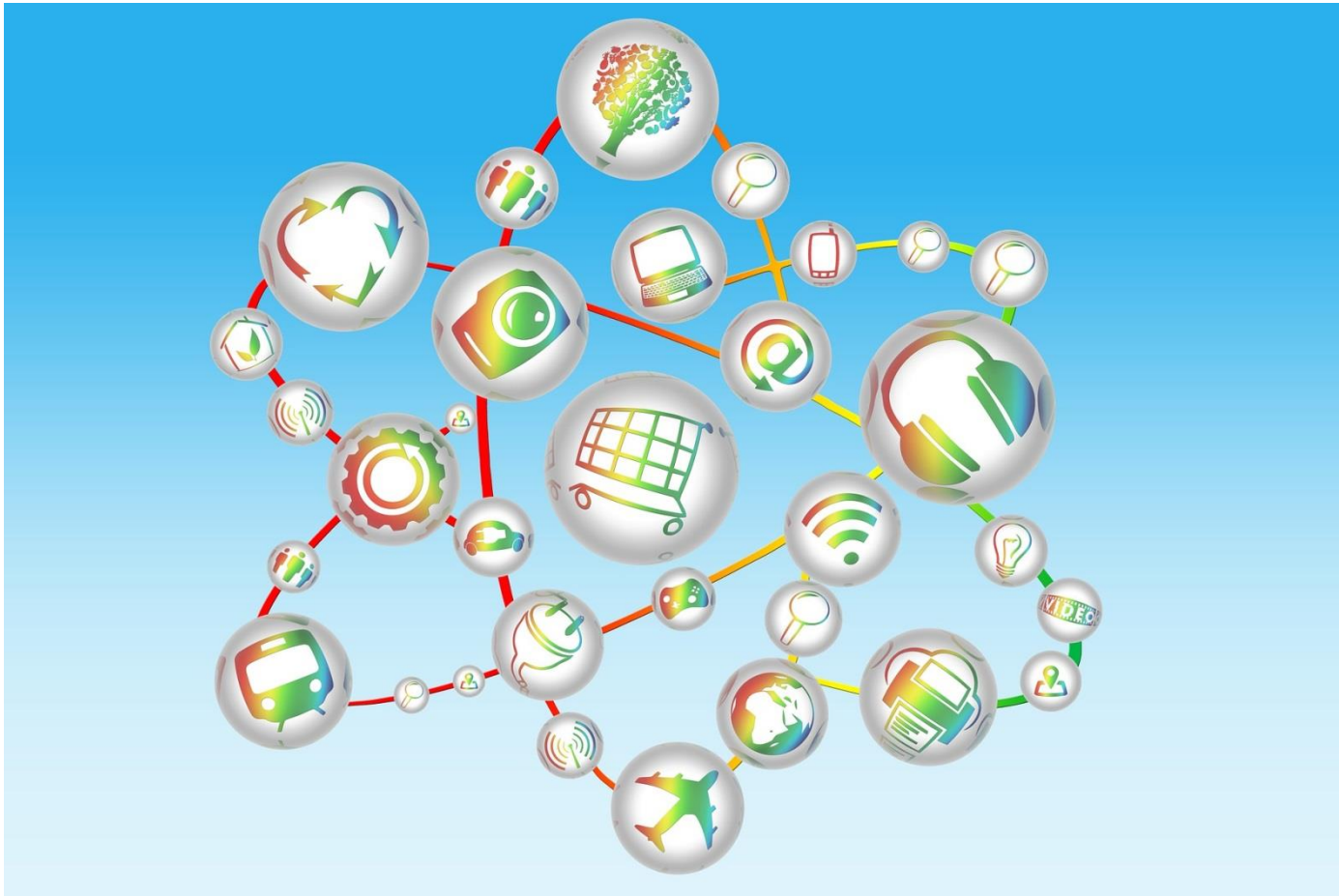


# COMMUNICATION STRATEGIES FOR PATIENTS AND NURSES

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# NOT TOO SCIENTIFIC...



# COMMUNICATION IS A TWO WAY STREET

YOU NEED TO MAKE  
BETTER YOUR  
METHOD OF  
TALKING!

DO YOU MEAN  
I NEED TO IMPROVE  
MY COMMUNICATION  
SKILLS?



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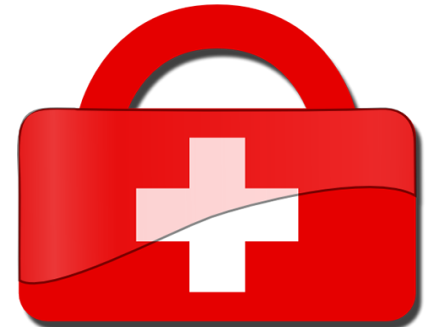
# COMMUNICATION STRATEGIES FOR PATIENTS

- Bring your questions and concerns to clinic
- Request records in advance
- Organize medical information (use binder or keep electronic copies)
- Have an emergency plan

# EMERGENCY PLAN



- Grab and go records (especially helpful for 2 am fevers)
- Keep a travel letter
- Identify a local center
- Inform your thalassemia provider!



# TAKE CHARGE OF YOUR CARE

- Always have an appointment scheduled
- Be persistent (especially with insurance)
- Know your resources
- Identify someone you can talk to

# SHARE YOUR GOALS

- Trying to get caught up routine testing completed?
- Want to improve chelation compliance?
- Working on a college degree or for a promotion at work?
- Are you interested in having a family soon?
- Are you moving?



# COMMUNICATION STRATEGIES FOR NURSES

- Introduce yourself and share your role
- Be prepared
- Sit down with the patient/family
- Listen and don't rush





# COMMUNICATION STRATEGIES FOR NURSES (CONTINUED)

- Develop a rapport (this is my favorite)
- Be mindful of non-verbal communication
- Keep a non-judgemental attitude



Attitude ↕



Gratitude

# COMMUNICATION STRATEGIES FOR NURSES

- Assess understanding of medical terminology
- Investigate need for interpreter in advance
- Be culturally aware and of your own beliefs

# DIG IN...

- **How** are you taking your medicine?
- **Describe** your daily routine?
- **When** do you get chelation deliveries?
- Are you having **trouble with insurance**?

# DIG IN MORE.

- Use visuals such as ferritin graph or ferriscan
- Ask what's going on in their life
- If we don't know, we can't help

# SOMETIMES IT TAKES A VILLAGE

- Involve team members in care coordination
  - Physician
  - Social work
  - Child life
  - Teacher
  - Transfusion NP
  - Pediatrician/PCP
  - Specialty providers



# COMMUNICATION IN DIFFERENT STAGES

- New family/patient
- Established family/patient
- The adult patient

# EFFECTIVE COMMUNICATION ON BOTH ENDS IS ESSENTIAL FOR GOOD THALASSEMIA CARE

