



## Emergency First Responder

Communications



## Objectives

*By the end of this session the student will be able to:*

- Demonstrate effective and appropriate communication skills



## Communication

The art or technique of exchange of thoughts, messages, or information as by speech, signals, writing or behaviour

Imparting and Receiving Information



## Golden Rules of Patient Interaction

1. Make and Keep Eye Contact
2. Use the Patient's Proper Name
3. Tell the Patient the Truth
4. Use Language the Patient can Understand
5. Be Careful what you say about the Patient to Others
6. Be Aware of your Body Language
7. Always Speak Slowly, Clearly and Distinctly
8. If the Patient has Hearing Impairment, Speak Clearly and Face the Person
9. Allow Time for the Patient to Answer
10. Act and Speak in a Calm, Confident Manner while caring for the Patient



## Visually Impaired Patients

- Not all visually impaired individuals are completely blind - stereotype
- Perception to light/shadows
- Glasses for near/distance reading
- Avoid sudden movements
- Explain everything in detail
- Don't forget to bring aids to hospital
  - Glasses
  - Walking cane
  - Guide Dog
- Guide Dogs may require care if transport to hospital with their owner is not feasible



## Auditory Impaired Patients

- Never Shout
- Turn off distracting noises - television/radio
- Turn on the lights
- Ensure hearing aid is switched on
- Face the Patient - Lip reading
- Pen and Paper (Always write in PRINT clearly)
- Listen Carefully
- Ask short questions
- Give short answers





## Non-English Speaking Patients

- Find out how much English the Patient can speak
- Use simple words and point to body parts to aid interview
- Avoid medical terminology
- Avoid long questions
- If family/friends of the Patient present?
  - Could they act as an interpreter?



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## Alternative Means of Communication

- Writing
- Lip Reading
- Sign Language
- Pictorial Aids
  - PCR Body Charts
  - Pain scale images
- Interpreters



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## Barriers to Effective Patient Communication

- Poor Rapport
- Avoid terms like "Dear" and "Pet"
  - Don't talk up/down to the Patient
- Lack of Experience
- Verbal Language
- Body Language
- Uniform
- Delirium/Dementia
  - Patient may be aggressive/frightened due to underlying medical condition e.g. stroke



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## Barriers to Effective Team Communication

- Poor Appreciation of Team
- Lack of Experience
- Unclear Instructions/Answers
- Body Language
  - Unapproachable team leader?
- Recognition of Limitations
  - Always ask for help when you need it
- Personal Conflicts
  - Do not let personal conflicts within a team compromise the care of the Patient



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## Effective Therapeutic Communicator

Confident, Competent and Concerned



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## Summary

- Definition of communication
- Golden Rules of Patient Interaction
- List the communication barriers for visually impaired and auditory impaired patients
- Outline how to adapt verbal and non-verbal communications for visually impaired and auditory impaired patients
- List the barriers to effective patient and team communication
- Outline the personal qualities that make an effective therapeutic communicator



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