

## Strategies to optimize communication between you and your patients

1. Look at the patient when speaking.
2. Turn off or lessen background noise.
3. Offer alternative communication aids, such as a Pocket Talker.
4. Position self at same height as patient (if patient is in a wheelchair, sit down; if patient is standing, remain standing).
5. Sit or stand within three to six feet of patient.
6. Use audiovisuals and provide written instructions to reinforce what is communicated.
7. Ask the patient to repeat back key instructions.
8. Rather than asking yes/no questions, ask open-ended questions such as “What questions do you have?”