

Good Communication for Good Health: Guidance for Health Care Professionals from People with Developmental Disabilities

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- Ask your patient **questions**, and don't hesitate to ask them to repeat if you didn't understand them.
- If someone has a **communication aid** that could help you better understand them, make sure they have the opportunity to use it.

- Speak with an adult as an **adult**, not as a child.



- Provide enough **time** for a person to respond and ask their own questions.

- It is better to **assume competence** and work from there, than to start by assuming a lack of understanding.

- If it isn't clear from the start, ask your patient to **show** you how they say "yes" and "no". And, then, ask them "yes/no" questions.

- Speak to the person **directly**, and **not** with whoever might be with them.



- **Never Pretend to Understand!**

