

Tailoring Your Health Concerns
People Matter



*Think **Twice** -- Speak **Once!***

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THINK

BEFORE YOU SPEAK:

IS IT... TRUE?

IS IT... HELPFUL?

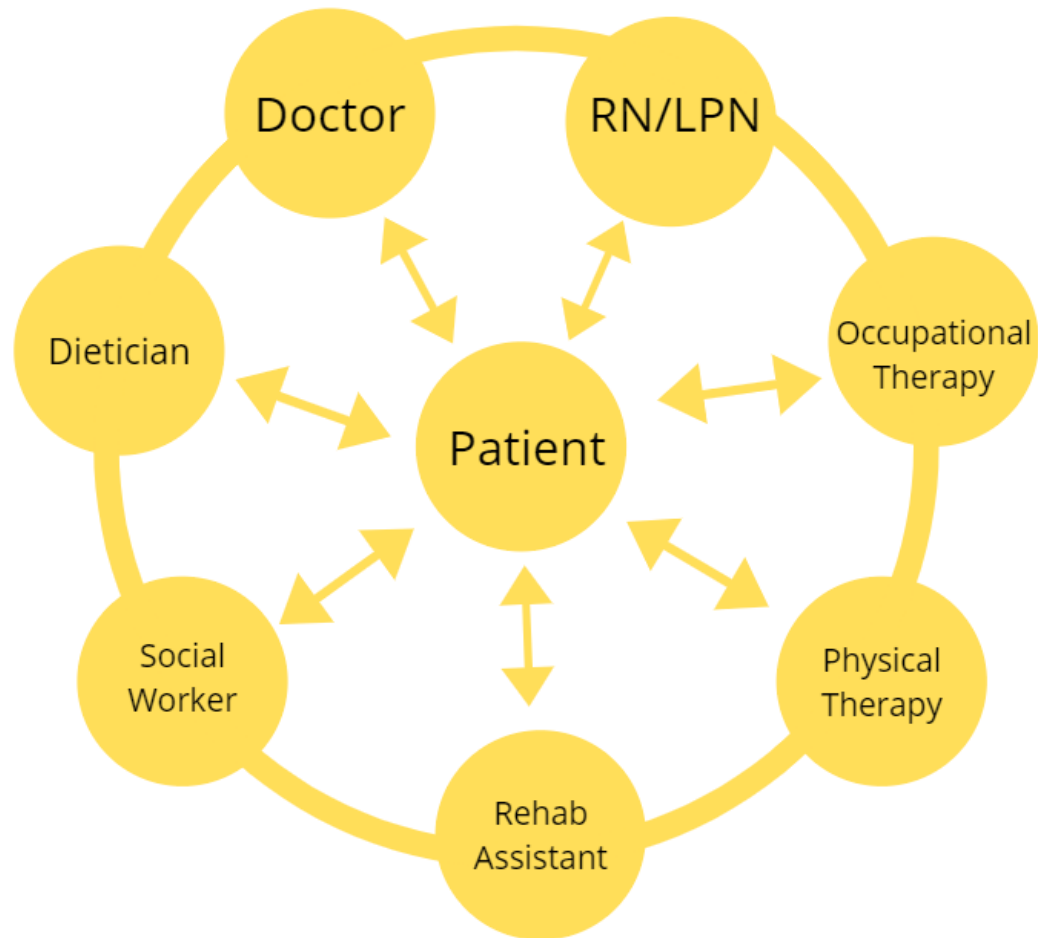
IS IT... IMPORTANT?

IS IT... NECESSARY?

IS IT... KIND?

THINK TWICE – SPEAK ONCE

- **What does this mean** : for a healthcare professional, building rapport and trust with intentional words and matching body language
- **Why** : creates a safe and trusting atmosphere
- **How** : validating & acknowledging patient's fears
- using the right words to motivate patient – not alienate
- active listening (‘reading between the lines’)



- Client-Centred Care: communication is key
- Health Care Team: consists of interconnected professions that collaborate
- Outcome: services are tailored to meet the patient`s needs



Teamwork & Collaboration

... but why does this matter?

because... There's no 'I' in 'Team'

- **Why:** allows ideas to (e)merge from a team-based approach
- facilitates better access for patients
- two brains are better than one in a team
- Allows 'information flow' between professionals
- Diversity within a team allows for more ideas

