

THE HEALTHCARE PROFESSIONALS' GUIDE TO WORKING WITH PATIENTS WITH DEVELOPMENTAL DISABILITIES



GOAL	WHAT PATIENTS CAN DO	WHAT HCPS CAN DO	WHAT SUPPORT PEOPLE CAN DO
<p>HCPS UNDERSTAND THAT I HAVE A ROLE AND VOICE IN MY HEALTHCARE - IT'S MY BODY</p>	<p>Make a list of questions ahead of time (prioritize items before you come)</p> <p>Give a list of questions/topics to the tech when you are just starting an appointment</p> <p>Bring a medicine list or pill bottles - this saves lots of time for other issues and conversation</p> <p>Write down symptoms experienced and when ahead of time</p>	<p>Communicate to the patient that you are there for them</p> <p>Encourage the patient to be honest</p>	<p>Ask the patient before hand how they want you to be involved</p> <p>Let the patient explain who the support person is and why you are there</p> <p>Help the patient prepare for the appointment</p> <p>Help review with the patient after the appointment</p>
<p>HCPS ADJUST TO HOW I COMMUNICATE AND RESPOND IN A WAY I CAN UNDERSTAND</p>	<p>Find a communication style that works for you and practice how it can help at an appointment</p> <p>Bring communication tools with you</p> <p>Help HCPs understand why you are using a communication support and how it works</p> <p>Request a 30 minute appointment and explain that a communication need is a reason for it</p> <p>Use automated systems to send messages to providers ahead of appointments (48-72 hours ahead)</p>	<p>Use pictures to help explain things</p> <p>Use notes to record important information about the patient's communication preferences - bring in the support staff to help make this possible</p> <p>OK a 30 minute appointment when people need more time to communicate</p> <p>Connect with nurses and other office support people about when someone might have communication needs</p> <p>Ask patients if they need more time to process or consider options</p> <p>Slow down and explain things using plain language without being patronizing. Be patient and kind</p> <p>Let the patient know that you understood what they are saying or communicating</p>	<p>Help the patient prepare for the appointment</p> <p>Talk with the patient about supporting them to use an online communication portal</p> <p>Use automated systems to send messages to providers ahead of appointments (48-72 hours ahead)</p> <p>Take notes during the appointment</p> <p>Help review with the patient after the appointment</p>
<p>HCPS FOCUS ON ME AND USE MY SUPPORT PEOPLE AS A RESOURCE NOT A STAND-IN FOR ME</p>	<p>Make sure the doctors know who they have permission to talk to</p> <p>Let the clinic know that you will need someone or some support during your appointment - have them add it to an appointment note</p>	<p>Find a way to talk to the patient alone and ask them what they want</p> <p>Ask the patient who you have permission to talk to</p> <p>Help other HCPs when a patient and support person might not agree on something</p> <p>Be open with patients about when and why support people can and cannot be present</p>	<p>Ask the patient before hand how they want you to be involved</p> <p>Let the front desk or office staff know you are available to support someone</p> <p>Let the patient explain who the support person is and why they are there</p>

**PLEASE UNDERSTAND HOW MY DISABILITY COULD AFFECT MY CARE,
BUT TREAT ME LIKE ANYONE ELSE.**