

Communication Checklist

This checklist complements the section on Communicating Effectively in the *Guidelines to Practice*. It may also be useful to refer to the sections on Language Issues, Staff-Patient Relationships, Models of Health and Illness, Family and Community, Medication and Traditional Medicine, Discharge, and Allied Health.

- What is the person's preferred language?
- Was an interpreter used if necessary?
- Have you checked that poor English proficiency is not complicated by a coexisting dysphasia due to a current or previous cerebrovascular accident?
- Have you specifically encouraged the person to tell you about any issues, needs or problems they may be experiencing in the hospital setting?
- Do you understand what the person believes is causing the problem?
- Are you aware of the person's priorities while in hospital?
- Have you checked with the person about the level of family involvement they would like?
- Are you aware of any networks that may be available for support, for example religious networks, friends/compatriots?



- How did you check that the person has understood the diagnosis, what particular treatments are for, and how to do or use them? (for example, asked them to tell you in their own words [via the interpreter if necessary], or asked them to show you etc).
- Have you ascertained whether the person is using any alternative treatments?
- Have you checked if the person understood any follow-up required and the reasons for this? Including why they may have to come back and what is required in the meantime?
- Have you asked if the person has any questions?
- Do you feel you have a shared understanding of the problem and the plan of action?
- Do you know whether the person agrees with your plan of action?