

Giving Voice Aotearoa promotes “**Communication Friendly Environments**”.

Communication breakdown is behind over 80% of complaints and errors that occur in our health system.

For those patients who live with a **communication disability**, this presents an increased risk.

Communication Access is a simple concept that looks at reducing barriers to communication breakdown.

You can improve your patient’s experience in healthcare by following these 10 top tips for communication:

- 1) **Introduce** yourself- Show your name on your name badge.
- 2) Speak to the patient **directly**, not always to their support person.
- 3) Speak a little **slower**.
- 4) Allow them **more time** to get their message across.
- 5) Give **one piece of information** at a time.
- 6) **Write down** key information.
- 7) Utilise **pictures and communication aids** a person may have with them.
- 8) Ask questions that can be answered with a **yes or no**.

9) **Draw** a diagram.

10) **Clarify** you have understood their message.

For more information, please contact communications@speechtherapy.org.nz or ask your local speech-language therapist.