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.