

## Patient-Provider Communication Guided Notes



The 5 million Americans with complex communication needs<sup>1</sup> are 3 times more likely to experience preventable adverse medical events<sup>2</sup>.

The PACT strategy<sup>3</sup> contains 9 action steps to support positive patient-provider communication for persons who would benefit from AAC.

Action steps	Examples for adolescents and adults	Examples for children and individuals with high cognitive support needs
<b>PREPARE</b>		
<ul style="list-style-type: none"> <li>Discuss the purpose for the appointment</li> </ul>	<ul style="list-style-type: none"> <li>Document concerns and history</li> <li>Share info with provider before visit (message from patient)</li> </ul>	<ul style="list-style-type: none"> <li>Document concerns and history, special visit needs</li> <li>Share info/meet with provider before visit (message from parent or caregiver)</li> </ul>
<ul style="list-style-type: none"> <li>Prepare communication supp _____</li> </ul>	<ul style="list-style-type: none"> <li>Review/add vocabulary, key phrases</li> <li>Make referrals to speech-language pathology (SLP), and occupational therapy (OT) if needed</li> </ul>	<ul style="list-style-type: none"> <li>Practice use of vocabulary in role plays</li> <li>Prepare to offer choi _____</li> <li>Make referrals to SLP /OT if needed</li> </ul>
<ul style="list-style-type: none"> <li>Prepare to meet n __ communication partners</li> </ul>	<ul style="list-style-type: none"> <li>Prepare Introduction Statement (describe use of AAC system)</li> </ul>	<ul style="list-style-type: none"> <li>Prepare Introduction Statement (describe use of AAC system)</li> </ul>
<ul style="list-style-type: none"> <li>Prepare to share important information</li> </ul>	<ul style="list-style-type: none"> <li>Communication Pass _____</li> </ul>	<ul style="list-style-type: none"> <li>All About Me! book</li> </ul>
<b>ASK QUESTIONS</b>		
<ul style="list-style-type: none"> <li>Prepare patient questions</li> </ul>	<ul style="list-style-type: none"> <li>Send questions before appointment to maximize visit time</li> </ul>	<ul style="list-style-type: none"> <li>Add questions (“What’s that?”) to promote interaction</li> </ul>
<ul style="list-style-type: none"> <li>Anticipate prov _____ questions</li> </ul>	<ul style="list-style-type: none"> <li>Prepare responses to common provider questions</li> </ul>	<ul style="list-style-type: none"> <li>Role-play responses to common provider questions</li> </ul>
<b>CREATE A PLAN</b>		
<ul style="list-style-type: none"> <li>Review structure of the appointment</li> </ul>	<ul style="list-style-type: none"> <li>Review agenda, identify need for key words and phrases</li> </ul>	<ul style="list-style-type: none"> <li>Social stories</li> <li>Visual schedules</li> <li>Role pl _____</li> </ul>
<ul style="list-style-type: none"> <li>Identify communication and decision-making ro _____</li> </ul>	<ul style="list-style-type: none"> <li>Add information to Introduction Statement or Communication Passport</li> </ul>	<ul style="list-style-type: none"> <li>Introduction Statement or Communication Passport</li> <li>Provide choices</li> <li>Talking Mats</li> </ul>
<b>TAKE-AWAY INFORMATION</b>		
<ul style="list-style-type: none"> <li>Document key information</li> </ul>	<ul style="list-style-type: none"> <li>Take written notes</li> </ul>	<ul style="list-style-type: none"> <li>Record a video model</li> </ul>

1) Beukelman, D. R., & Light, J. (2020). *Augmentative and alternative communication*. Baltimore: Paul H. Brookes.  
 2) Hurtig, R. R., Alper, R. M., & Berkowitz, B. (2018). The cost of not addressing the communication barriers faced by hospitalized patients. *Perspectives of the ASHA special interest groups*, 3(12), 99-112.  
 3) Burns, M. I., Baylor, C. R., & Yorkston, K. M. (2016). Words of Preparation for Patients. *The ASHA Leader*, 21(3), 52-56.

### Key Resources

- Blackstone, S. W., Beukelman, D. R., & Yorkston, K. M. (2015). *Patient-provider communication: Roles for speech-language pathologists and other health care professionals*. Plural Publishing.
- Patient Provider Communication Website: <https://www.patientprovidercommunication.org/>