

# Strategies for successful client communication

Successful and open communication led by Healthcare Assistants is key for clients to feel comfortable and share their care needs and preferences. Below are some tips when considering practical ways to overcome communication barriers.



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## PHYSICAL

PROVIDE HEARING AIDS OR GLASSES AS REQUIRED  
ASSESS COMFORT OR PAIN LEVEL AND CHOOSE TIMES  
TO COMMUNICATE WHEN PAIN IS WELL CONTROLLED



## COGNITIVE

ENCOURAGE WHĀNAU OR A SUPPORT PERSON  
TO BE PRESENT SO THEY CAN REITERATE  
INFORMATION THAT IS SHARED WITH THE  
CLIENT LATER  
CONSIDER THE USE OF COMMUNICATION  
AIDS SUCH AS PICTURE BOARDS AND  
COMMUNICATION CARDS



## EMOTIONAL

REFER TO THE CARE PLAN FOR A BETTER  
UNDERSTANDING OF THE CLIENT'S CONDITION  
AND POTENTIAL EMOTIONAL STRESS INVOLVED  
CONSIDER INVOLVING A SOCIAL WORKER  
OR GENERAL PRACTITIONER



## CULTURAL

BE CURIOUS AND OPEN-MINDED AND  
AWARE OF YOUR OWN BIASES  
SEEK INFORMATION FROM OTHER STAFF,  
FAMILY AND FRIENDS AND SUPPORT GROUPS  
ABOUT YOUR CLIENT'S CULTURE, VALUES  
AND BELIEFS

## ENVIRONMENTAL

ELIMINATE OR REDUCE DISTRACTION  
CONSIDER TIMING AROUND MEALS  
AND ACTIVITIES



## LANGUAGE

INVOLVE AN INTERPRETER OR CONSIDER THE USE OF  
PICTURE AND ELECTRONIC AIDS TO TRANSLATE  
AVOID USING JARGON, COMMON SLANG OR  
COMPLICATED TERMINOLOGY

