

Communication Assistant Guide

How To Use

- Get patient's attention with a gentle touch
- Make eye contact
- Use simple language
 - Ask one question at a time
- Tell the patient to point to words on the page
- Give **extra time** for response

For Patients Who Need Ventilation

- Go over communication board **ahead of time** when possible
- Explain how it works
- Point out important icons/words
- Patient can point to words/letters using a pen or stylus
- Tell patient you will take the time to listen
- Establish a gesture the patient can use to request the board
 - Share this information with all staff
 - Post in patient's room

Tips

- Respond to patient's message even if they can't have what they want right away
 - They are scared, let them know you will listen
- Model communication with the board
 - Patient will learn by seeing you use it
- Remember to respond to nonverbal communication
 - **Use all means of communication**

