



Women with Disabilities education program

Communication Needs and Methods of Specific Disability Groups Discussion Questions:

What are some ways that you could improve communication with a patient who has a cognitive disability?

- A. Speak slowly to give the individual enough time to process the information.
- B. Speak clearly.
- C. Use short instructions and make sentences simple and direct.
- D. If the person has difficulty understanding, repeat the information using different wording.
- E. Use gestures, pictures, and diagrams.
- F. Make information as concrete as possible.

When a patient has an articulation disorder that makes her speech difficult to understand, how might you make communication as effective as possible?

- A. Pay close attention to the speaker; remove distractions.
- B. Watch the patient as she talks.
- C. Be honest and let the speaker know when you cannot understand.
- D. Repeat the part of the message that you understood so the speaker does not have to repeat the entire message.
- E. If you are unable to understand the entire message, ask yes or no questions for clarification.
- F. Ask the patient to write if she is able.
- G. If you ask an open-ended question, sometimes writing down possible responses can help the individual convey the appropriate answer.

What are the disadvantages of having a deaf patient's family member interpret during an office visit?

- A. Family members are significantly more likely to commit interpretation errors in general and, in particular, errors with potential or actual negative clinical consequences.
- B. Family members, especially children, are frequently embarrassed by and tend to ignore questions about menstruation, bowel movements, and other bodily functions.
- C. Family members are more likely to make interpretation errors with potential or actual clinical consequence.

What are the advantages of using a qualified interpreter during an office visit?

- A. An interpreter facilitates optimal communication between patient and healthcare provider.
- B. Efficiency of communication is improved.
- C. Miscommunication is significantly reduced.
- D. An interpreter contributes to optimal health outcomes.
- E. Patient and physician satisfaction are improved.
- F. This practice is compliant with the American with Disabilities Act (ADA).
- G. The interpreter is impartial and confidential.