

Growing AAC : supporting Parallel Strategies in Education and Healthcare through International Collaboration

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Senior Representative to Eastern and Central Europe

For

Central Coast Children's Foundation Inc.

www.centralcoastchildrensfoundation.org

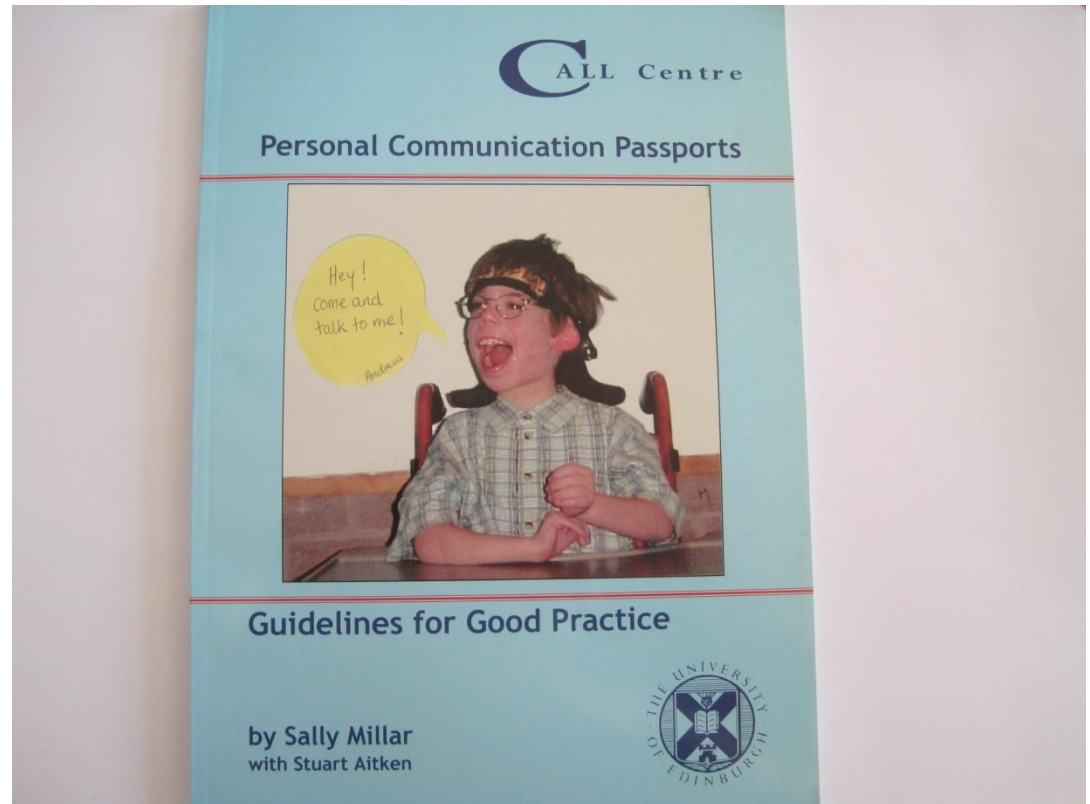
www.patientprovidercommunication.org



Personal communication passports

Designed by Sally Millar

University of Edinburgh
www.callscotland.org.uk



Communication/ conversation book



This book is about me!

My name is

Insert photo etc here.

Please read!

This book will help you to get to know me
and how I communicate.

Page Index



1. All about me
2. You need to know
3. My Family
4. My Friends
5. Special people, special things
6. Things I like to talk about
7. How I communicate
8. How I communicate (2)
9. You can help me communicate
10. Fun things I like to do
11. Places I like going
12. Things I don't like
13. I'm working on this...
14. Help!
15. Eating and Drinking
16. What's my eyesight like?

All About Me!





You need to know...

1. *Delete & add your own text*

2.

3.

4.





Communication Passport

Accident and Emergency



Nursing and medical staff please look at my passport before you do any interventions with me.



Things you must know about me

These things are important to me

My likes and dislikes

Things you must know about me

Name: _____

Likes to be known as: _____

Date of Birth: _____

Address: _____

Postcode: _____

How I communicate/what language I speak: _____

Next of Kin contact: _____

Relationship e.g. Wife, Dad, Friend or partner: _____

Address: _____

Tel No: _____

My support needs and who gives me the most support: _____

Who I live with: _____

Things you must know about me

Religion: _____

Religious needs: _____

Ability: _____

GP: _____

Address: _____

Tel No: _____

Other services/professionals involved with me: _____

Allergies: _____

Medical Interventions - how to take my blood, give injections, BP etc: _____

Things you must know about me

Current medication: _____

My medical history and treatment plan: _____

These things are important to me

How to communicate with me: _____

How I take medication: (Crushed tablets, injections, spray) _____

How you know I am in pain: _____

Moving around: (Positions to feel comfortable when) _____

Personal care: (Dressing, etc) _____

These things are important to me

Seeing/hearing: (Problems with sight or hearing) _____

How I eat food: (Food cut up, risk of choking, help with eating) _____

How I drink: (Drink small amounts, thickened fluids) _____

How I keep safe: (Bed rails, support with challenging behaviour) _____

Is help to get to toilet: _____

My likes and dislikes

Likes: for example - what makes me happy, things I like to do? _____

Dislikes: for example - don't shout, food I don't like, physical touch. _____

Things I like

Please do this: 

Things I don't like

Don't do this: 

Notes

Completed by: _____ Date: _____

This communication passport is based on original work by Gloucestershire NHS Foundation Trust

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Sarah Stencer A&E Sister (2008) Royal Berkshire NHS Foundation Trust

Symbol supported material to prepare a child for hospital



My Daycase Operation

Name: _____

Date: _____



At home

  I must not have any food before I come to the hospital.

  I can have a glass of water.

Widgit Symbols © Widgit Software 2010 www.widgit.com Developed in association with Sheffield Children's NHS





At the hospital



I will tell the receptionist when I arrive.



I will meet a nurse who will talk to me and my family.



I will get a band on my wrist with my name on it.



The nurse will weigh me on the scales.



The nurse will check how tall I am.



The nurse may put some magic cream on my hands.



I will meet a doctor.



At the hospital



The doctor may wish to examine me.



I will meet an anaesthetist, who will tell me about having an anaesthetic.



I may have to wait for a while.



I may meet a play specialist.



I can play while I am waiting.



The nurse may give me some medicine to drink.



The nurse may ask me to put on my pyjamas or a hospital gown.



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Before the Operation



I will go to the anaesthetic room.



I will lie down on the trolley.



Or



The anaesthetist will ask me to breathe sleepy air from a mask.



Medicines will be put into a tiny tube in my hand.

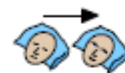


I will go to sleep for a while.



The anaesthetist will look after me while I am asleep.

After the Operation



I will wake up after my operation.



The nurse will give me medicine if I feel sore or sick.



I can see my family.



I may have to rest for a while.



I can have something to eat or drink when I feel hungry.



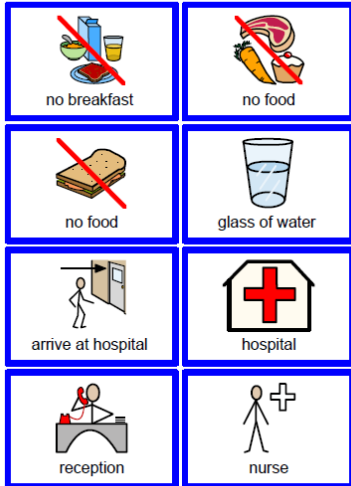
The doctors and nurses will tell me when it is time to go home.



My family will take me home.

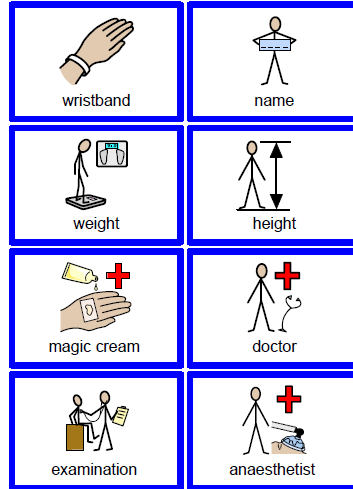
Flashcards

My Daycase Operation



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My Daycase Operation



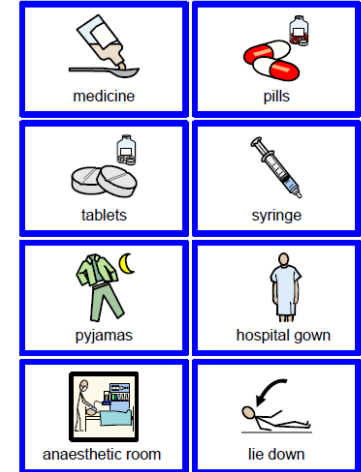
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My Daycase Operation



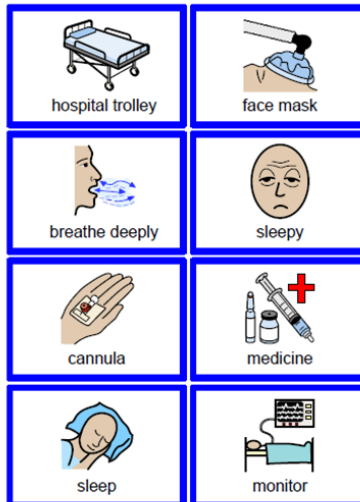
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My Daycase Operation



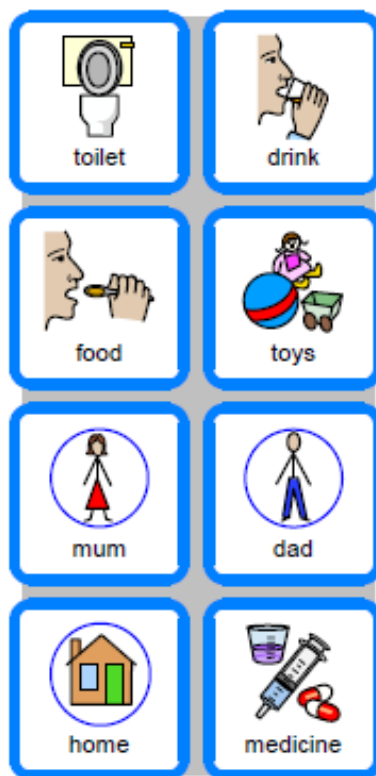
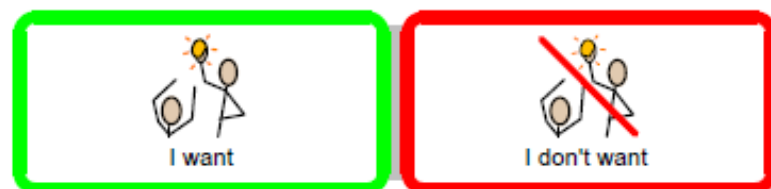
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My Daycase Operation

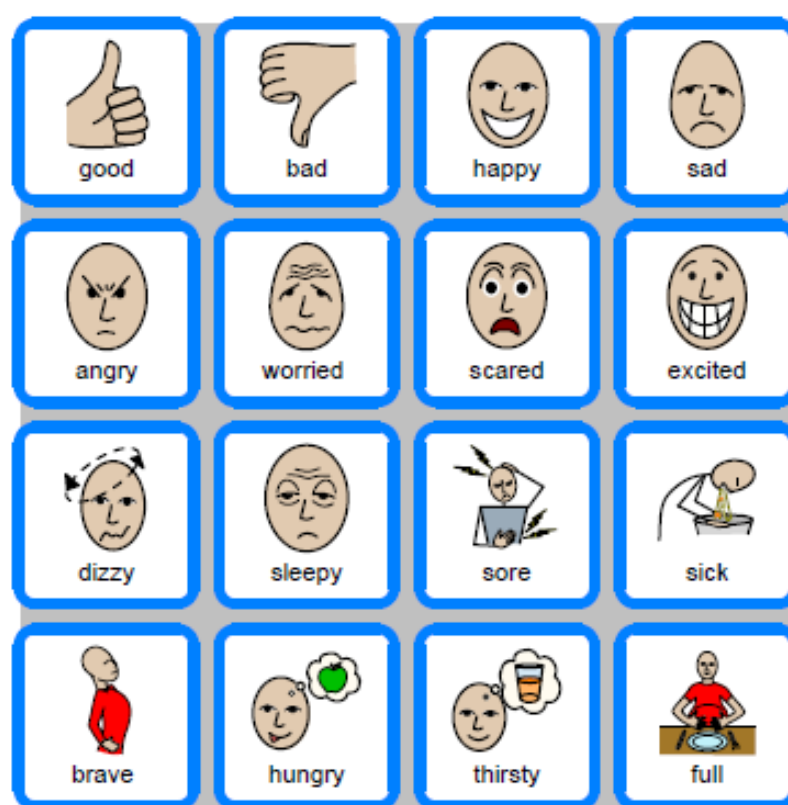
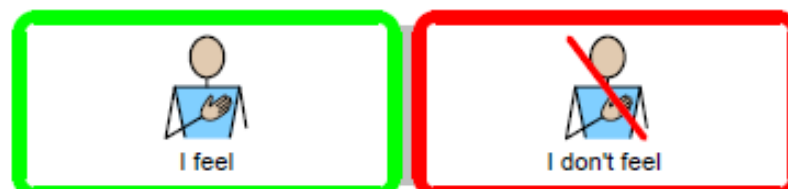


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Post-Operative Communication Chart



Post-Operative Communication Chart





I can indicate "yes" and "no". Please ask me yes and no questions.



Please realise that I am intelligent, and you can talk to me directly. I can understand what you are saying.



Let me explain to you how I communicate.



I am feeling quite a lot of pain; please help me.



I'm very thirsty, I would like a drink.



I'm very hungry, I would like some food.



I am very uncomfortable, and need to be repositioned on this bed.



I need immediate help with my toileting.



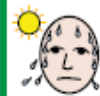
I am feeling sick to my stomach. Please help.



I am having trouble dealing with this food. Please could I get it changed?



I'm feeling very cold. Could you please help me?



I'm feeling very hot. Can you help cool this place down?



I have a question I really need to ask.



Please help me get a nurse in here.

Symbol Bedside Messages created by Widgit Software and donated to the Patient Provider Network. www.patientprovidercommunication.org

Content developed by the Central Coast Children's Foundation, based on research by Dr. Bronwyn Hemsley.

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Turn over



I indicate "yes" by looking up,



and "no" by looking down.



Please ask my carer that question. They know the answer.



I want to know more about what is wrong with me.



I want to see my carer as soon as I possibly can.



Please let me show you how I use my communication board.



Please explain the results of the tests to me.



Thank you so much for all you are doing for me.



Please talk to me directly. I can understand you, even though it's difficult for me to speak.



Please phone my carer, at ...



Please tell me when the doctor is coming.



Please tell me when I will be able to go home.



I would like to know more about my medications, and their possible side effects.

Central Coast Children's Foundation



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Turn over

Partner assisted scanning spelling board

ÎNCEPE CU	A	Ă	â	B	C	D	ÎNCEPE DIN NOU		
CUVÂNT NOU	E	F	G	H	I	Î	NU SUNT SIGUR/Ă		
	J	K	L	M	N	O			
DA	P	Q	R	S	Ș	T	NU		
	Ț	U	V	w	X	y	Z		
1	2	3	4	5	6	7	8	9	10

Enhancing Communication Environment

We can :

- Minimize background noise / distraction

TV off / door closed / minimize non relevant talk

- Optimal lighting

avoid spot light during conversation

- Optimal comfort – before conversation about important information
- Position - to ensure eye-to eye communication when possible

strategies

- Writing strategies
- Strategies to use a communication board

With

Direct selection indirect selection

- Strategies to use an eye gaze communication system
- Strategies to support attention and understanding
- Strategies to support verbal expression

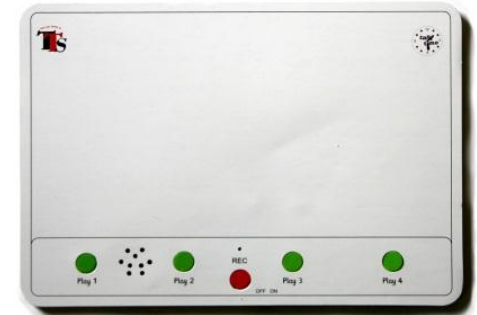
Items for nurses' station

Name: _____ Date: _____

Writing Strategies

Writing can be a successful way to communicate when speaking is not possible.
Here are ways to make it easier.

- Help the patient **sit upright**
- Position a **pillow** or towel under the patient's **writing arm/ elbow** for support
- Place a pillow on the patient's lap to prop up a **clipboard or dry erase board**
- A patient may find it easier to use their **strongest hand** for writing, even if it is not their dominant hand
- Use **white paper** vs. lined paper
- Use a **felt tip pen or thin marker** instead of a ball point pen or pencil, as it may glide easier
- Encourage the patient to **print** rather than use cursive
- Encourage the patient to **print LARGE** and **space out** the letters and words



Clip board

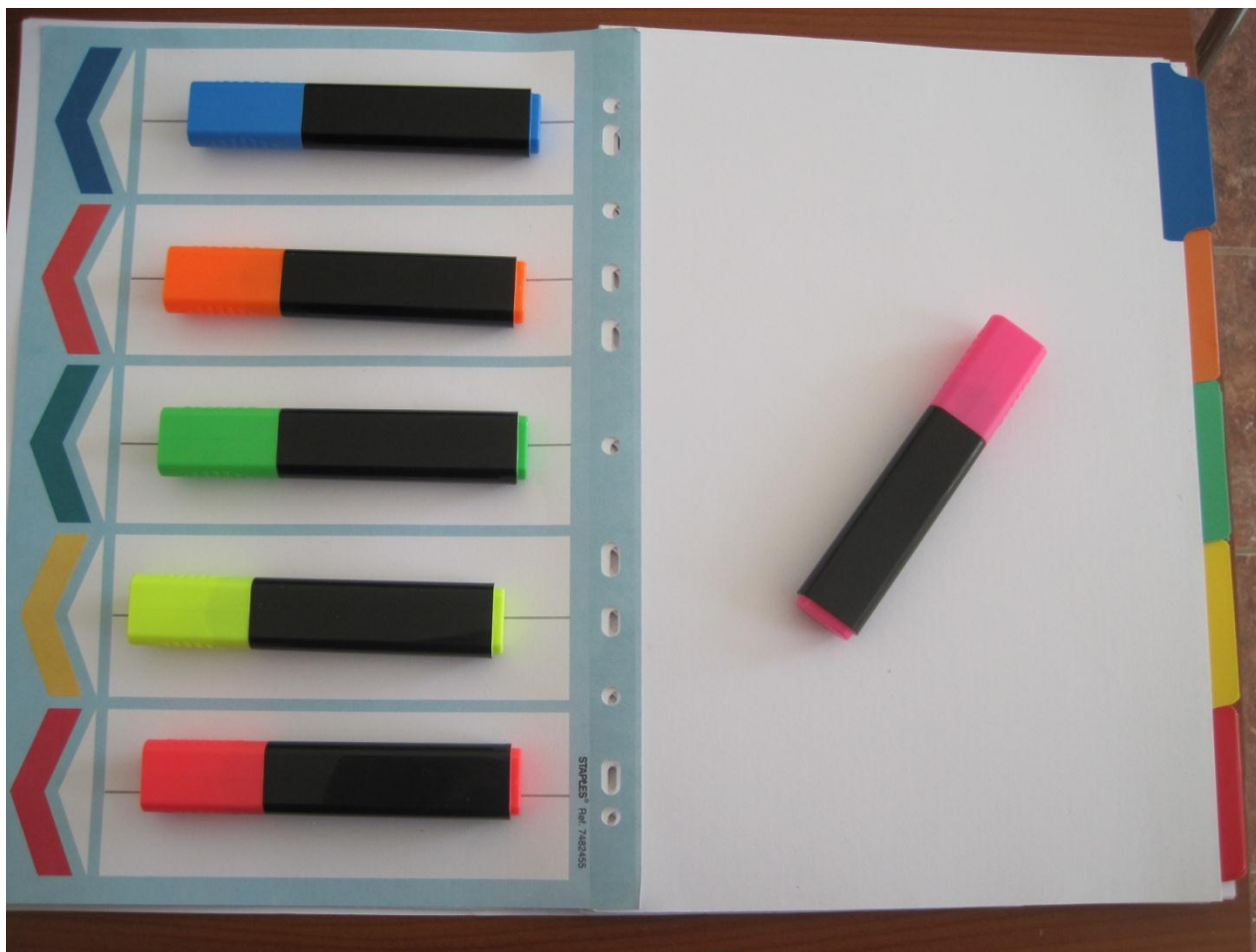
Pocket for extra information



White board / dry erase board



Colour coding



Communication boards

For people who are NOT able to verbalize
and/ or have severely slurred speech

- Word boards
- Alphabet boards
- Picture boards

Cleaning

- Some may be cleaned
- Others are one- time use and should not be used between patients , for infection control



yes

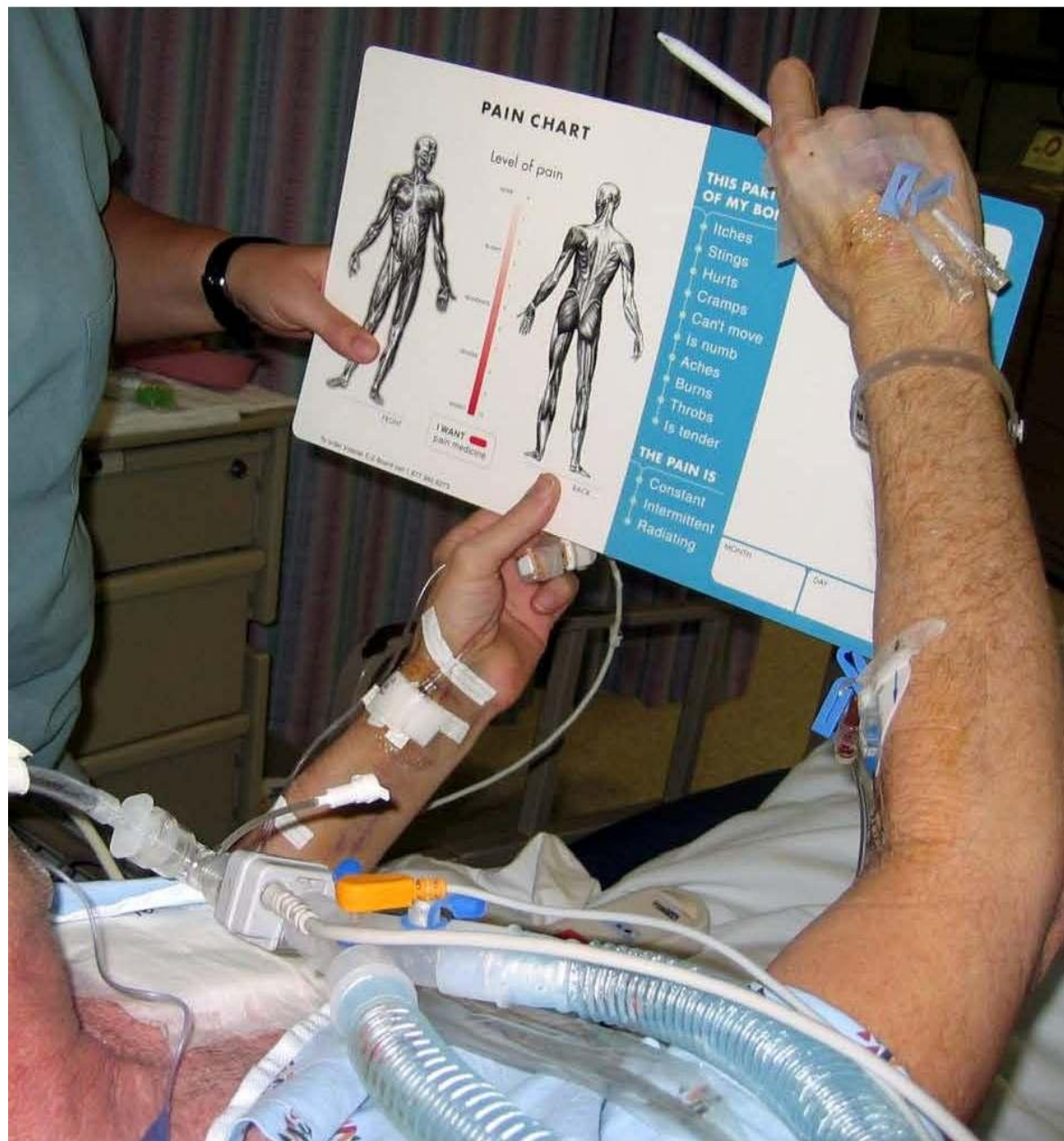


uncertain

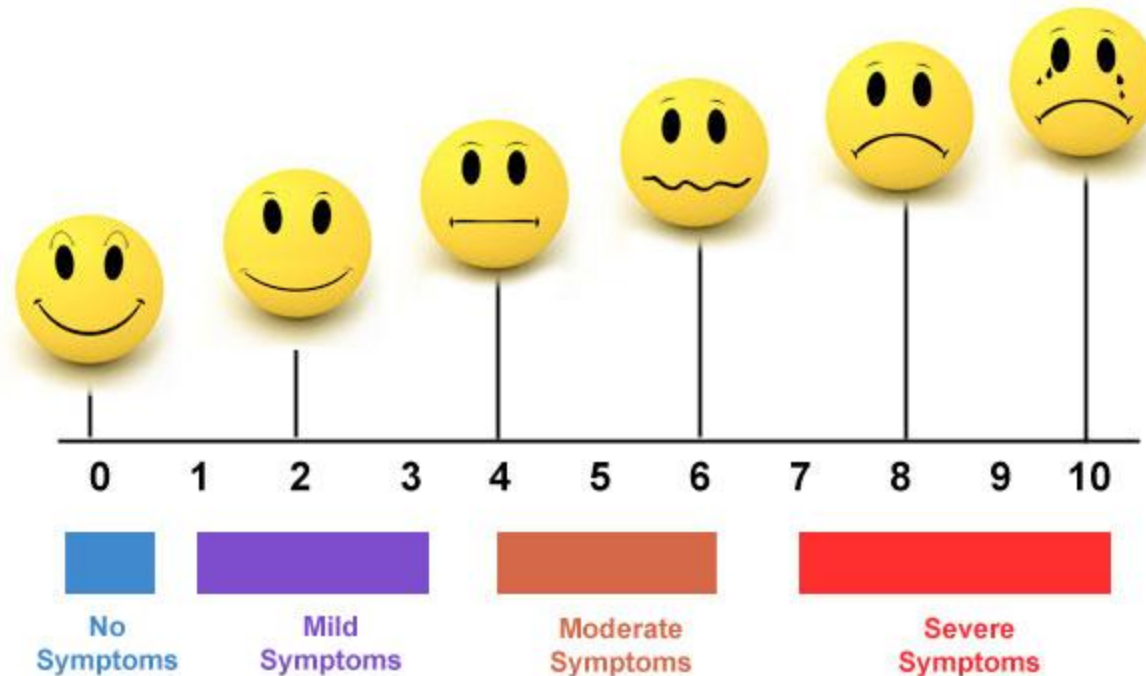


no

For patients with limited arm movement have
images at base of page



Different designs of pain charts



Different designs

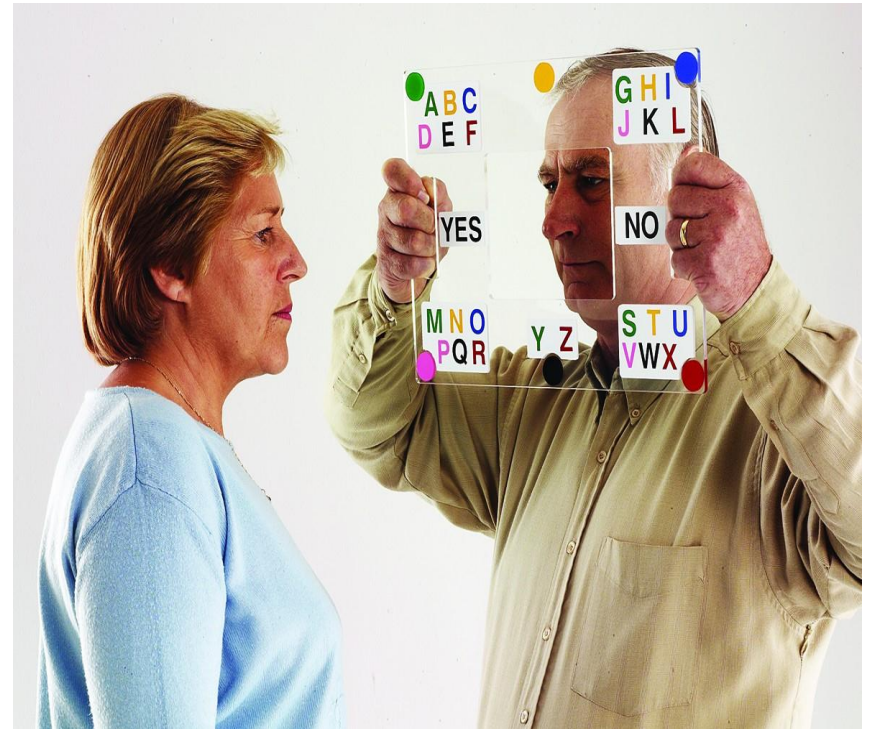
Alphabet Board

No Would you write it down? It starts with.... I'd like to ask you something Do you understand ?	1	2	3	4	5	6	7	8	9	0	Yes End of word I made a mistake. I'll start again. Please get the other boards. Thanks.
	Q	W	E	R	T	Y	U	I	O	P	
	A	S	D	F	G	H	J	K	L		
	Z	X	C	V	B	N	M	?			

This is a communication tool to help people who cannot talk or who have language that is difficult to understand.
If you have any ideas on how we could improve this please fill in a comment sheet.

No Do You Understand It starts with ...	1	2	3	4	5	6	7	8	9	0	Yes I need to go to the Bathroom I'm hungry I need a drink Please Thank You	
	A	B	C	D			?					
	E	F	G	H								
	I	J	K	L	M	N						
	O	P	Q	R	S	T						
	U	V	W	X	Y	Z						

E- Tran frame for eye gaze



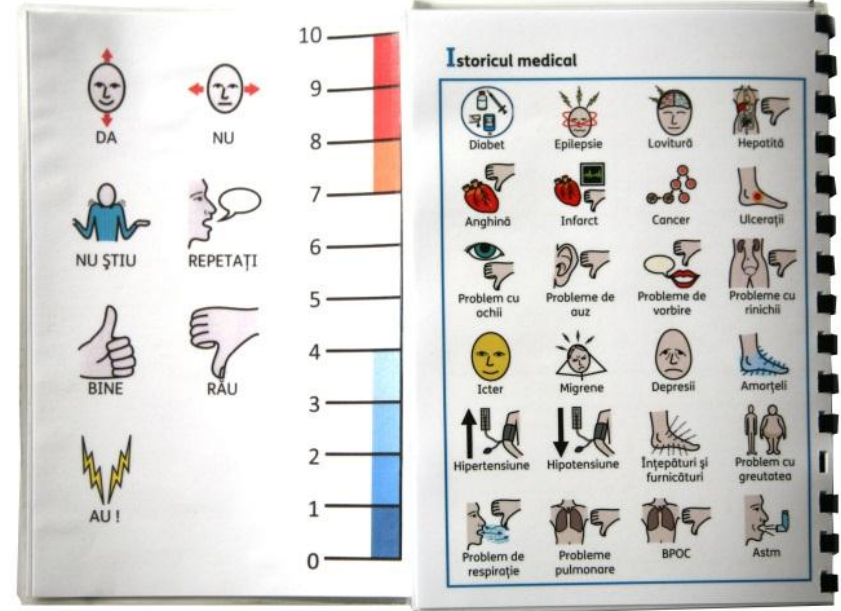


Recording /rerecording short messages



International project hospital trial

www.patientprovidercommunication.org



First response Medical booklet

- **Booklet contents:**
- [About me](#)
- [Risk Assessment](#)
- [Body Diagram](#)
- [Symptoms](#)
- [Allergies](#)
- [Medication](#)
- [Past Medical History](#)
- [Last Oral Intake](#)
- [Event History](#)
- [Treatment](#)
- [What happens next](#)
- [Responses](#)



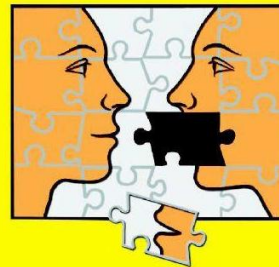
UK chapter of ISAAC

isaac

Focus on...

Communicating with Patients who have Speech/Language Difficulties

Guidance for Medical & Nursing staff



COMMUNICATION MATTERS

To download

www.communicationmatters.org.uk/page/focus-on-leaflets

www.patientprovidercommunication.org/index.cfm/article2.htm