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MANAGEMENT

SYMPATHY AND EMPATHY

My Dad Had A Heart Attack / Stroke

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- ▶ I Am Really Sorry For What Has Happened To Your Father. How Is He Doing Now?
- ▶ **If He Passed Away:** I Am Truly Sorry For Your Loss, My Deepest Condolences To You.

If The Patient Is Not Comfortable Talking

- ▶ **Acknowledge:** I Can See That You Are A Little Bit Upset. Are you alright ?
- ▶ **1st Step: Assurance:** You know that I Am Here To Help And Support You, but in order for me to do so , I need to know what's going on with you ?
- ▶ **Or:** I Understand That Talking With A Stranger Can Sometimes Be Difficult But Am Here To Help And Support You.
- ▶ **2nd Step: Confidentiality:** I Want To Reassure You That Whatever You Tell Me Will Be Confidential
- ▶ **3rd Step: Direct Approach:** Patients Often Come To The Clinic To Discuss Personal Matters Like...(briefly Say What You Are Suspecting) Or Is This The Case With You ?

IMPACT

Ask In Any Chronic Condition or complaint more than 2 weeks – I Can See That ...3 Months Of Tiredness Is Quite A Long Period,

So How Are You Coping With This ? How does it affect your Day To Day Activities (Sleep – Appetite – Job)? And How Is Your Mood ?

SUPPORT SYSTEM

Is There Anyone Around To Support You ?

OR

Do You Have Any Kind Of Support Around You ?

- ▶ **If Yes: Well,** I Am Glad That Your Husband/Wife Is Supporting You.
- ▶ **If No: Well,** We Are Definitely Going To Support You In All Possible Ways.
- ▶ **If An Old Age And Needs Help:** Would You Like Me To Discuss With My Senior To Offer A Care Giver To You.