**Practical Applications**

Remove distractions where possible to make a patient feel like they are valued and listened to. The most common distraction is being in a rush.

Language barriers:

Use everyday language and avoid medical jargon.

Its better to use a translator than a family member where possible as it puts undue pressure on the family member. Its not appropriate for children to be translating sensitive information for family members. Using a translator will help the to identify specific needs and concerns that the patient may wish to address

Seek feedback to make sure the patient has understood you.

Consider use of written or demonstrated information to aid communication.