



***Responsive Practice: Accessible & Adaptive Communication***



Available in alternative formats on request

## TRAINING LESSONS LEARNED

### Presume competence

- Address the patient directly
- Respect privacy, autonomy, and individuality

### Identify and use alternate methods of communication

- Verbal and/or nonverbal
- Graphics & visual aids
- Interaction with assistive technology
- Plain language without jargon

### Allow time for mutual understanding

- Learn how people express themselves
- Be patient and give them enough time to respond

### Set clear and reasonable expectations

- Informational materials in alternative formats