

Psychological and social support



01

02 03 03. Communication between care giver and the patient
03. Communication basics

06 07 07. Situations of specific communications
07. Children

04 05

08

00 00. Click the page you want to view



2. Communication between care giver and the patient

Relationship between health professionals and patients is defined as “the relationship established among them in order to restore the patient health, relieve suffering and / or prevent disease”.

In view of the large number of health professionals, medical, paramedical and technical emergencies, we will use the term caregiver in a general manner, with the sense of a person who provides care. However, our perspective will be the training of professionals of health in the field of emergencies.

The objective of this chapter is the development of the principles of communication in relation to population-specific, such as children, the elderly, or persons with disabilities. We will start by setting some general principles for establishing a communication

2.1. Communication basics

We have to understand interaction as a process of communication. This process puts in relation to an issuer (the caregiver or patient) and a receiver (the caregiver or patient) in a given context (in our case an emergency situation). The message is encoded by the issuer, is conducted by the channel (verbal or non-verbal) and decoded by the receiver. To help the patient, “alleviating their suffering and / or prevent disease”, the caregiver must develop skills in communication. (Fig. 1)



Figure 1. Care giver, ambulance technicians.

Below is a reminder of some of the basic principles of communication:

- Use a language suitable for the patient based on their age, their level of education, culture, etc.
- Don't use professional words.
- Don't use vocabulary the euphemisms "is not serious...", "is not anything..." "is just a little...". From the point of view of the patient, the situation is serious enough to call emergency.

Module 6 Psychological and social support

- Let the patient to express themselves. Even if you have the impression of having understood, don't interrupt you.
- Do not stay neutral and cold, forward a red-back, a response. Show interest in relation to the patient's verbal discourse (through questions, reformulating what he says a...) and non-verbal (nodding his head, maintaining eye contact...)
- Try not be disturbed (phones, people going in and out). Avoid noises from the environment. Be insulated with the patient. Dedicate some time.
- Display deep respect for the ideas, the thoughts and feelings of the patient. "Avoid value judgments, criticisms, tips I instead... in the future would have to pay attention to..."
- Use physical contact, if appropriate. Physical contact is a powerful means of communication, can be reassuring, safe, show their presence. Attention this is a gesture reserved for the most intimate, if you feel



Imagen 2. Relationship between ambulance crew and patient.

Module 6 Psychological and social support

that you can take your hand or put his hand on the shoulder, but no more, do not take a patient in our arms, it is not our role, but of their family.

- Make sure that the patient understands the situation, their explanations and after the intervention.

The relationship established with the patient, will aim to reassure you. He is powerless against a situation which exceeds it, which generates stress. With his presence, his attitude, his actions and his words the technician will be able to help you deal with your situation.



Figure 3. Communication with the patient.

2.2. Situations of specific communications

At this point we see the essential elements for communication adapted to children, adults with disabilities and older persons.

2.2.1. Children

Depending on their age, children have yet to master the language, can have difficulties to express themselves and find the right words. We must be vigilant to your non-verbal expression. On the other hand, they don't understand necessarily what support and may experience distrust of the aid. From a misunderstanding of the situation and their difficulties to express themselves, are risks that will shelter in a kind of mute silence. The only people able to reassure them are their parents.

Some basic principles for establishing communication with children are:

- Remain calm and show security.



Figure 4.

Module 6 Psychological and social support

- Presenting carefully, staying at a distance of an arm and being at its height. To not intimidate you, not rush on the child or take him in her arms. Try to keep your eyes and explain that they are health professionals and is there to help.



Figure 5.