Mindful Communication During Covid-19

Wearing your mask makes communication with your patients harder.

- They can’t read your lips
- They can’t read non-verbal communication
- They may feel unsure and confused by the mask and why you are wearing it
- They may not be able to hear you clearly

**How you can help**

**Attend mindfully**

- Think about things from the patients perspective
- Prepare yourself for your conversation. How are you going to support them to understand you.
- Become more aware of your characteristic gestures and body language. How do you normally communicate?

**Be calm**

- Approach the person from the front
- Drop down to the person's eye level
- Make sure your body language is positive and calm
- Give the person time to acclimatise to you. Perhaps show them your ID badge to show who you are behind the mask

**Communicate Clearly**

- Try to find a quiet environment and make sure the person has their glasses and hearing aid
- Use short simple sentences and underline your words with gestures
- Speak louder if necessary
- Write down words or show pictures to help them
- If you are expressing emotion, remember to say what it is as they can’t see your mouth e.g. I feel happy to hear you're feeling brighter, rather than simply smiling
- Make use of communication charts available such as the Critical Care Communication Chart