



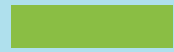
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Scenario 1

Clinician Talking to Patient About Help at Home



DISCUSSION

Have you ever encountered this in your personal or professional life?

How could we have shown up better for our patients?

Some thoughts:

- A. Ask 'how does your partner like to be addressed?'
- B. Briefly, but sincerely, apologize and move on
- C. Avoid assumptions about names, pronouns, and gender
- D. Reflect back words and language
("Is your partner able to help you at home?")



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