

DO'S AND DON'TS

DO

- Respect patient confidentiality. (please see code of ethics on previous page)
- Answer questions honestly using your own experience.
- Use a positive, problem solving approach to patients' concerns.
- Listen carefully to questions and statements to avoid giving more information than requested. Avoid overwhelming the patient.
- When you are uncertain as to what is being asked, request clarification before responding. It is okay to say, "I don't know" and have someone from the Chapter follow-up with information.
- Share how you coped with uncertainty and decision making . . (When I had difficult decisions to make I... talked to my doctor...my family...went with my gut...read everything I could...)
- Share how you gathered information rather than giving information, statistics or advice on any aspect of cancer and treatment.
- Share information about resources that you found helpful.
- Be aware of your own feelings and responses to different personalities and patient/family/staff conflicts. Remain neutral.
- Know that you do not have to like all the patients that you see.
- Call your trainer if you have concerns about any aspect of your visit.

DON'T

- Give medical information
- Begin your visit or introduce yourself by giving a specific diagnosis. Instead, begin with "I was a patient too."
- Encourage patients to make specific treatment choices or decisions about medical treatment.
- Be a cheerleader or critic of the institution or of any health care professional, organization or treatment technique.
- Falsely reassure. Instead, help by sharing how you coped with uncertainty.
- Confuse patients with your own values, religious beliefs, dietary practices, etc.