



Heartland Huddle Communication Series #5

Showing respect is a key piece to effective communication. Here are some quick tips to review to make sure you are communicating respectfully:

Show Respect

All patients have the right to be treated with respect and dignity. We all have our own ways of defining respect and expressing respect for others.

It is important to keep in mind that each patient is an individual that has a life outside of dialysis, a history before dialysis and an experience with healthcare that should be recognized and valued.

All of this impacts their interactions and expectations for how professionals should treat them.

For more information, contact Qsource ESRD Network 12 at 816-880-9990 or visit www.heartlandkidney.org.



Recognize that people are different from you and from each other.



Try to avoid making the other person wait for you.



Be aware of individual differences. It's important to take age, culture, religion, gender and emotional state into account.



Do not ignore the person. Acknowledge that you have heard them and will be with them as soon as possible.



Know if the person prefers to be called by their first, last or nickname, and use the preferred method to address them.



Wait for a person to complete a thought without interrupting with your own thoughts.



Nod, smile and respond in a manner that lets them know you are paying attention.



Genuinely encourage the other person's ideas.



Make eye contact ([see body language huddle](#)).



Do not assume anything.