

THE IMPORTANCE OF RADIOPHYSICIST-PATIENT COMMUNICATION

C OMPASSIONATE CARE

High quality compassionate patient care should be at the forefront of radiographic practice.

O RGANISED

Communication with patients or carers should be carefully planned and organised.

M EDICAL TERMS

Avoidance of medical jargon, patient-friendly language used, individualised to the patient.

M AKE A DIFFERENCE

Ask patients what matters to them?

U NDERSTANDING

Checking understanding is paramount in effective patient care.

N OTICE

Patients or carers should be provided with information about examinations in advance.

I NFORMED

Patients or carers should remain informed on their radiology procedures during and after their care.

C ONSENT

Informed consent is the cornerstone of effective and safe medical practice.

A SSURANCE

Radiographers should be able to assure patients or carers that imaging and related treatments are in the patient's best interests.

T RUST

Mutual trust should exist between patients, or carers and radiographers, including other healthcare professionals.

I NTERPERSONAL COMMUNICATION

Should be effective and individualised.

O PENNESS

Be open and honest with patients or carers, escalating any concerns in line with the hospital processes.

N EEDS

Communication by radiographers should be responsive and address the needs of patients.

