

THE IMPORTANCE OF RADIOGRAPHER-PATIENT COMMUNICATION

C

OMPASSIONATE CARE

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

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RGANISED

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

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EDICAL TERMS

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

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AKE A DIFFERENCE

Ask patients what matters to them?

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NDERSTANDING

Checking understanding is paramount in effective patient care.

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OTICE

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

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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.

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SSURANCE

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

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RUST

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

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INTERPERSONAL COMMUNICATION

Should be effective and individualised.

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PENNESS

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

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EEDS

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

