

# COMMUNICATION TIPS

## FOR MEDICAL ASSISTANTS

When it comes to communication strategies, there are clear winners and losers in terms of impacts on patient health, especially when talking about stigmatized behaviors, such as alcohol consumption and pregnancy.

### SUPERHIGHWAYS

#### TO COMMUNICATION

Superhighways to communication activate patients and promote change!



Reflecting



Highlighting choice



Affirming



Collaboration

### ROADBLOCKS

#### TO COMMUNICATION

Roadblocks to communication lead to resistance or disengagement!



Unsolicited advice



Persuasion



Confrontation



Getting ahead of patients



One-way information



Medical Assistant Partnership  
FOR HEALTHY PREGNANCIES AND FAMILIES



Medical Assistant  
FASD Practice Improvement Collaborative

