



Resource F: I Treat Patients and Their Families in the Way I Would Like to be Treated!

1. By using communication techniques that show respect and care:

- I introduce myself and address the patient by her name.
- I smile.
- I look into the patient's eyes when speaking.
- I use understandable language.
- I use a calm, respectful tone of voice.
- I keep body height at the same level when talking together (if patient is lying down, I sit in chair beside the bed).
- I pay attention when the patient talks,
- I include the patient and family in discussions about the patient's situation when doing bedside rounds... a good way to educate and show respect at same time!

2. By Assuring Privacy / Confidentiality:

- I do not discuss personal details about the patient in public.
- During examinations:
 - I draw curtains between beds if possible.
 - I do appropriate exposure during examinations:
 - Carefully expose only the part of the body to be examined.
 - Cover parts of body not being examined.
 - Ask family to help provide privacy by holding up cloth during examination.

3. By Supporting Patient's Emotional Needs:

- I observe for signs of fear, anger, stress, fatigue, and pain.
- I allow the patient to express her feelings.
- I show empathy to the patient by being kind.
- I praise and reassure patient efforts!

4. By Respecting a Patient's Dignity

- I always explain what I am doing before touching her, especially for procedures such as a vaginal or breast exam, injection, or abdominal exam. I avoid touching sensitive areas, such as the clitoris.
- I tell the patient my findings during an examination.

5. By Providing Guidance

- I explain what to expect during labour and birth, etc.
- I explain what the patient and family can do to help the patient during labour (positions for labour and birth, drinking lots of fluids, emptying bladder often, doing certain exercises to induce labour, staying cool during birth).

Reference: UNICEF Bangladesh