

## Conversation tips for Health Care Providers

For the victim to tell what happened, she needs to feel safe.

### Easy tips to use:

- ▶ Meet with the person without the presence of others who may influence her ability to speak freely.
- ▶ Use language that is easy to understand.
- ▶ Let the person tell her account of what happened without interruption.
- ▶ Focus on what the person saw, heard, felt. This will provide better understanding of the experience.
- ▶ Avoid rapid-firing of questions; ask open-ended questions.
- ▶ Do not ask 'why' questions or the person may think you are blaming her for what happened.
- ▶ Thank the person for talking and remind her that you are there to help.
- ▶ When the appointment ends, ask if she would like the nurse to help her make a call to report or get support, if she feels ready.
- ▶ Ask your patient if she feels safe with her caregiver who could be the possible perpetrator.