

Examples of Supportive Care Partner Comments

DO express empathy and concern

- ◆ “I appreciate how hard it is for you to think about walking again today.

DO offer choices

- ◆ “Would you like me to help plan the menu for this week?”
- ◆ “What are some ways that you think might help you remember to take that evening dose of medicine about walking again today.

DO acknowledge accomplishments, even small ones

- ◆ “It’s great that you tried. Remember, even small steps can get you where you need to be over time.”

DO help with problem solving

- ◆ “This is the second time that you have run out of that diabetes medication. What ideas do you have about how to keep that from happening again?”

When you suggest changes, explain why

- ◆ “Remember, the doctor explained that sugars going up over a short time means that you may be getting sick. When your sugars are that high we need to call the doctor’s office to let them know. They may tell you to take extra insulin or check your sugars more often until they are back to normal.”

AVOID language that is controlling, criticizing, or guilt provoking

- ◆ Say: “Your doctor said that checking your sugar every day is an important way to keep track of your health. How are you feeling about that?”
(NOT: “You know the doctor told you to check your sugar every day! I don’t know why you won’t do what he says!”)