Did you know that your communication can unintentionally harm—seriously ill—patients?

**Risks of Communication Failure**

- Asking about chemotherapy: "What would you like the treatment to achieve?"
- Not discussing the patient's fears: "You look great."
- Not involving the patient in decision-making: "We will continue seeing you.
- Asking what the patient knows: "How does the patient feel?"
- Not seeing the patient as a person and without empathy: "I can also give you written information, or you can read it in your electronic record. Would you prefer that?"
- Not discussing the patient's needs: "I will call you if necessary to discuss any relief medication you are using."
- Not involving the patient in decision-making: "I will call you to discuss how the medication is going."
- Not discussing the patient's emotions: "We base life expectancy on data from large groups."
- Not asking about the patient's preferences: "I can give you written information, or you can read it in your electronic record."
- Not discussing the patient's options: "I would like to discuss what treatment is required."
- Not discussing the patient's needs: "Are you worried about the team looking after you?"
- Not discussing the patient's options: "The results of the blood test are unclear."