

Lecture 5

Communication

Subjective vs Objective Information

- Subjective

- info that is given to you by the patient during interview and health history intake process

- Objective

- Info that the RMT gathers from the assessment and health history intake process

Subjective Information

- What the C tells you

- Opinions

- Perceptions

- “that technique feels good on that area”

- “I have been really stressed lately”

- “I have been battling a cold”

- Requires

- Listening to the C

- Keeping them focused with relevant information

- Asking questions to obtain more info the RMT may need

- OPEN ENDED questions

- “How have you been feeling lately?”

- CLOSED ENDED questions

- Specific information

- Yes/no questions

- “Have you had surgery on your back?”

- “Have you taken any meds to help with the pain?”

Objective Information

- Info you as the RMT obtain from your skills, education, and senses

- What YOU see, hear, smell, what your intuitive senses tell you

- Examples?

- Requires

- RMT attentiveness

- Postural abnormalities?

- Visible abnormalities?

- Use your senses, and knowledge!

3 topics that do not have to be discussed in the treatment room

- Politics

- Why?

- Religion

- Why?

- Sexuality

- Why?

Components of Clear Communication:

- Calm confident neutral voice

- Non-judgmental, Neutral
- Accessible vocabulary
- Good listening skills
- Open ended questions

negative stereotypes

(ie: uses a wheelchair)

- double meanings (good leg)
- redirecting information (too much, too little, not applicable)
- Confidential by law
- Gather information without leading client

Communication to client:

- Dressing/Undressing
- Positioning/Covering
- Getting on/off the Table
- Comfort before, during/after treatment

Informed Consent Includes:

- Goal of treatment
- Position of client –supine /prone/seated/side-lying
- Client covered except for area being treated
- Client is between sheets
- Pillow positioning
- Areas to be treated and rationale
- Client is to undress to comfort level once the therapist leaves the room
- What kind of pressure client prefers
- Risks of treatment
- Alternatives to treatment
- Potential benefits of treatment
- Hydrotherapy and stretching

Dressing /Undressing:

- Undress to their comfort level
- Client reminded they will be covered at all times
- Only area uncovered is area being treated

Getting on/off Table:

- Client gets on/off the table in privacy
- Assistance offered getting on/off the table as appropriate

Informed Consent Includes:

- Contraindications if present
- Cost and duration
- Everything said in the treatment room is confidential.
- Client questions
- Client understands what was said
- Do you have their consent