

# BEST COMMUNICATION PRACTICES

## WHEN TALKING TO PARENTS OF NEONATES WITH SEIZURES



*Below are parent-driven recommendations for how to best communicate with and support parents caring for neonates with seizures.*



# 1

## COMMUNICATE EFFECTIVELY

- 1 TELL PARENTS ALL THE INFORMATION
- 2 CHOOSE WORDS CAREFULLY
- 3 COMMUNICATE AS A TEAM
- 4 REPEAT INFORMATION IF NECESSARY
- 5 PROVIDE BALANCED INFORMATION
- 6 IT'S OK TO SAY "I DON'T KNOW"



## UNDERSTAND & VALIDATE THE PARENT EXPERIENCE

# 2

- 1 BE COMPASSIONATE
- 2 MEET PARENTS WHERE THEY ARE
- 3 TAKE PARENT CONCERNS SERIOUSLY
- 4 EMPOWER PARENTS TO ENGAGE IN CLINICAL CARE



# 3

## PROVIDE SUPPORT & RESOURCES

- 1 CARE FOR PARENTS TOO
- 2 EDUCATE PARENTS
- 3 CONNECT PARENTS WITH PEER SUPPORT
- 4 HELP PARENTS NAVIGATE CARE

