

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

- Tell parents all of the information
- Choose words carefully
- Communicate as a team
- Repeat information if necessary
- Provide balanced information
- It's ok to say "I don't know"



Provide Resources and Support

- Be compassionate
- Meet parents where they are
- Take parent concerns seriously
- Empower parents to engage in clinical care



2

Understand and validate the parent experience

- Care for parents too
- Educate parents
- Connect parents with peer support
- Help parents navigate care



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Lemmon ME, Glass HC, Shellhaas RA, et al. Neonatal Seizure Registry. Family-Centered Care for Children and Families Impacted by Neonatal Seizures: Advice From Parents. *Pediatr Neurol.* 2021 Nov;124:26-32.

<https://neonataleizureregistry.ucsf.edu/>