

# Health Equity Pocket Cards

Small changes in the way you speak to a patient can make a big difference!

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1

INSTEAD OF...  
“How much do you drink?”

TRY THIS:  
“In order to provide the best care possible, it’s helpful for me to know about people’s alcohol use. We ask everyone this. Could you tell me if you drink alcohol?”

- ▶ If yes, “OK, and can you tell me how often do you drink? For example, most days? Once a week? Once a month?”

(Start with most days)



2

INSTEAD OF...  
“You didn’t do x like I told you to”

TRY THIS:  
“Last time you were here, we had a plan to do x. How did that work out for you?  
What about our plan would you like to change?”



3



INSTEAD OF...  
“You’ll just have to wait. You’re not that sick.”

TRY THIS:  
“I’m sorry you had to wait today; I know it’s hard when you’re worried about your health. Can I get you something (e.g. drink, sandwich, magazine)?”



4

INSTEAD OF...  
“There’s nothing we can find that is wrong with you”

TRY THIS:  
“The test results show you don’t have x or y. Now that we know what’s going on isn’t dangerous or life threatening, we can start to think of ways to help you manage it”



5

INSTEAD OF...  
“It seems like you are seeking pain meds when you don’t need them”

TRY THIS:  
“I am not able to give you that medicine because of the rules I have to follow. But I’d like to help you find other ways to help you manage your pain/condition”



6



INSTEAD OF...  
“You keep asking about x - but we did the tests and they show that there is nothing wrong with you”

TRY THIS:  
“I can see from your body language/face/comments that you don’t agree with what I’ve said. What are you thinking right now? What is it you’re worried about?”



7

INSTEAD OF...  
“You’re back again?”

TRY THIS:  
“It’s good to see you again.”

- ▶ Then, “We’ve been seeing you a lot lately. Is there something we can do to make things better for you?”



8

We want your feedback on these cards! Please visit:  
<https://www.surveymonkey.com/r/CTTKRWG>

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For more information about EQUIP Healthcare, visit:  
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