

# HEALTH CARE PROVIDERS

have various roles in diagnosis and prognosis disclosure with patients.

- Reinforce or clarify information
- Support the patient and family
- Support a colleague as they give bad news
- Provide further education around a diagnosis or prognosis
- Advocate for the patient’s wishes in the care plan



### INVITATION

*“Would you like me to discuss your test results with you?”*

Listen for patient cues.



### KNOWLEDGE & INFORMATION

Give a warning shot:  
*“I’m afraid that the scan shows the problem is fairly serious.”*

Provide the information in small, manageable chunks.

Check frequently for understanding.

Allow pauses, use repetition.

Tune into patient’s readiness to hear more information & know when to stop.



### EMOTIONS

Allow room for emotional reactions.

Acknowledge the emotions observed.

*“Your CCMB team is here to help you through this...”*



### PERCEPTION OF THE PATIENT

*“What do you already know about your illness?”*

Fill in the gaps between the patient’s version & the known diagnosis.



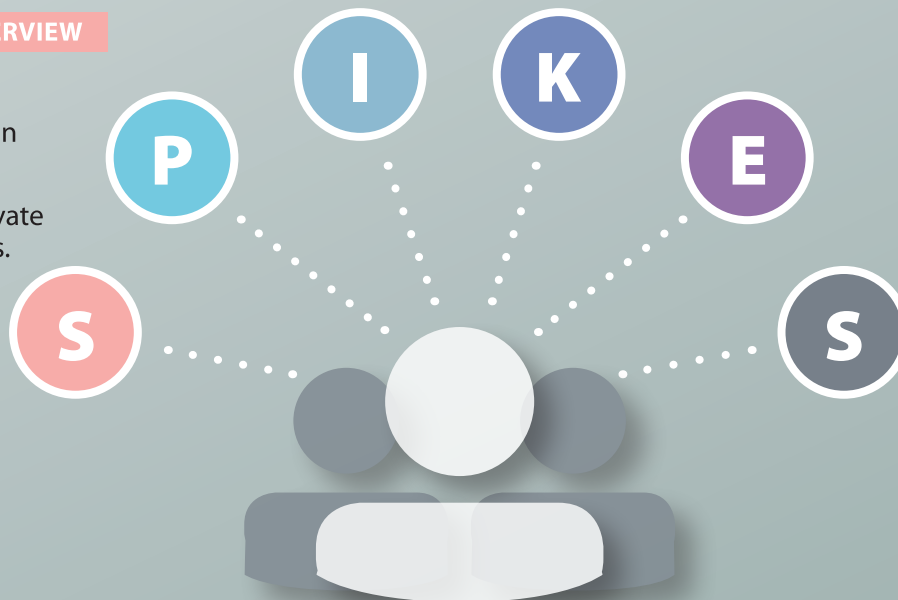
### SETTING UP THE INTERVIEW

Encourage patient to bring a support person to their appointment.

Setting should be private & free of interruptions.

Be prepared.

Use a hopeful tone.



### SUMMARY & FOLLOW-UP STRATEGY

Summarize the plan.

Provide a written summary.

Provide next steps & next appointments.

Offer appropriate resources.

# Suggestions for Starting THE CONVERSATION

## PHYSICAL IMPACT OF CANCER

*"I notice things have been a bit more difficult for you lately."*

*"You seem to be really tired today, is this something new?"*

## EMOTIONAL IMPACT OF CANCER

*"How have you been doing emotionally with things in the last while?"*

*"Patients often tell me it can be tough emotionally dealing with cancer. Can you tell me how you are doing?"*

*"Is there anything you are worried about?"*

*"Do you have the support you need from those around you?"*

*"I can see this is upsetting to you. Would you like to talk about things?"*

## LIMITED TREATMENT OPTIONS

*"I wish things were different."*

*"The focus on how we manage your cancer is changing."*

*"I know you had some tough news today, would you like to talk about this a bit more?"*

*"I am wondering how you are doing with the tough news you received?"*

*"The tumor is growing and we need to start to talk about what things you might need to consider. Is it alright for us to talk about this now?"*

## ADVANCE CARE PLANNING

*"Can we talk about some decisions you may face in the next while?"*

*"We need to discuss what makes sense based on where things are at for you right now."*

*"The tumor is growing and we need to talk about what this means."*

## PALLIATIVE CARE

*"The focus on how we manage your cancer is changing"*

*"We will focus on your quality of life and make sure your symptoms are well managed."*

*"We want to give you the best care possible and want to ensure you are comfortable."*

## DIGNITY

*"What do I need to know about you as a person to give you the best care possible?"*

*"What provides you meaning or purpose?"*

## HOPE

*"What are you hoping for and how can we help to make this happen?"*