

Caring for a parent with a blood cancer

The HOPE model of evaluating online health information

Honest and trustworthy

Objective

Practical

Expertise



Communicating with others about online health information

- 1.** Let them know you've read their message
- 2.** Reflect and describe their thoughts
- 3.** Ask their opinion about the quality of information
- 4.** Outline the next steps for confirming whether the information they shared with you is high quality

Communicating with doctors about online health information

- 1.** State your reason for reading online health information
- 2.** Describe the steps you have taken to ensure you are choosing credible information
- 3.** Acknowledge the doctor's expertise
- 4.** Express appreciation for the doctor's partnership and willingness to listen

PACES approach for communicating with doctors

Present information

Ask questions

Check understanding

Express concerns

State preferences



4 Skills for supporting your parent in communicating with their doctor

- 1.** Introduce yourself at the beginning of the visit
- 2.** Ask permission from your parent to share information or ask questions
- 3.** Check with your parent to make sure what you say is correct
- 4.** Encourage your parent to use good communication skills

TIES approach to practicing open and supportive family communication

Take the lead

Initiate the conversation

Explain the importance of the conversation

Sustain supportive and open communication in the moment and with ongoing conversations



Skills for communicating openness and support with family

- 1.** Be direct and express your caregiving needs
- 2.** Address the benefits to discussing the issue
- 3.** Listen and validate your loved one's feelings
- 4.** Show love and concern



Healthy Communication Practice™

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