



EQUITY TALK POCKET CARDS

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

Version | December 2017



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, START WITH **MOST DAYS**

OK, and can you tell me how often do you drink?
For example, most days? Once a week? Once a month?



HEALTH EQUITY
POCKET CARDS

1



INSTEAD OF...

You didn't do _____
like I told you to.



TRY THIS...

Last time you were here, we had a plan to do _____.

How did that work out for you?

What about our plan would you like to change?



HEALTH EQUITY
POCKET CARDS

2



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 to drink?
Can I get you a sandwich?
Can I get you a magazine?



HEALTH EQUITY
POCKET CARDS

3



INSTEAD OF...

There's nothing we can find that is wrong with you.



TRY THIS...

The test results show you don't have _____ or _____.

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.



HEALTH EQUITY
POCKET CARDS

4



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.



HEALTH EQUITY
POCKET CARDS

5



INSTEAD OF...

You keep asking about _____
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?



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?

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Toolkit are funded by CIHR**

For more information about
EQUIP Health Care please visit:
www.equiphealthcare.ca

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