SUPPORTING CONVERSATIONS

Engaging in meaningful conversation with children and families to promote best practice care.

C — Check - Information

- **What do you know about the case already?** Age range, parents present, presenting complaint, relevant history (oral and documented), behavioral presentation of child/young person and family (e.g. level of anxiety/distress)
- **How prepared are you?**

H — Hello - Introduce

- **Have you introduced yourself and role using age appropriate language for the child and family?**
- **Have you explained your role and the roles of relevant others?**
- **Have you explained the parameters of the emergency space** (e.g. time, busyness of the environment, may get called away to other cases if urgent, process for review and care planning etc.)?

I — Investigate

- **Do you understand clearly what the child/young person/family are hoping to achieve/address by attending today?**
- **Do you understand the child's/family's expectations about what care/intervention is needed?**
- **Have you explained options to family with the pros and cons and are you aware of the child/family perceptions;/reactions to different options?**
- **Have you explored the presentation and history through assessment with the child/family?**
- **Have you asked for clarifying questions, have we missed anything important?**

L — Listen & Learn

- **Do the child/family need additional information before you assess and determine a care plan?**
- **Have you checked in? (temperature check)**
- **Are there things you are noticing that have been unsaid?**

D — Discuss

- **Have you explained the process of investigation?**
- **Why you are or are not doing certain assessments?**
- **Have you educated briefly about the risks are for certain assessment?**
- **Have you acknowledged and notice emotions and concerns?**
- **Have you asked whether further clarification is needed, clarified the understanding?**
- **Do you need to repeat any information?**
- **Have you provided any supporting information required?**

For more information please visit our website
https://www.childrens.health.qld.gov.au/chq/health-professionals/qcyc-network/about-us/

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