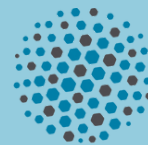




Trauma Informed Care

5 Key Things for Healthcare Receptionists



1



Be friendly and reassuring

When someone has experienced a lot of trauma, especially in relation to people with authority over them, it takes courage to ask for help. Making a phone call or visiting the GP surgery can be very difficult and if the initial tone is unfriendly and stern it can immediately raise difficult emotions and memories.

2



Keep questions brief

Try not to ask lots of questions one after the other. This can feel stressful and confusing. Keep your sentences short but helpful so the person can take it in. Anxiety, trauma and medication issues can make it more difficult to remember the information that they need to give to you and receive from you.

3



Stay calm and patient

Give the person time to explain what they need and repeat information when needed. If you try to rush them it will raise stress levels and just take longer. Someone who is carrying past trauma will find it harder to contain their emotions if they are anxious or upset. So help them by remaining calm yourself.

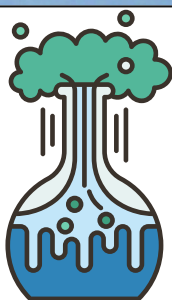
4



Pay attention to distress

Some situations may feel very distressing for the person eg if they are having difficulty getting an appointment or their medication. Their ability to cope will feel very limited if they feel at risk and unsafe in that moment. They will need you to take them seriously and help them to resolve the problem.

5



Don't take it personally

If the client seems angry or demanding try to understand that trauma can completely overturn 'normal' healthy ways of communicating. They may feel the outcome of their request is vital to their wellbeing and safety at that moment. It is not to be taken personally, it is a trauma based response.