

Do



Attitude and appearance

- Say hello and introduce yourself
- Know the child/adolescent's name
- Smile and have a kind and calm appearance
- Be patient and avoid forcing anything
- Take time to talk with the child/adolescent
- Use humor and jokes if the child/adolescent is in the right mood

Communication

- Talk directly to the child/adolescent
- Talk about other things than illness and treatment
- Provide information according to age and developmental level
- Choose words carefully and provide information in appropriate doses
- Ask how the child/adolescent feel (physically and mentally)
- Ask the child/adolescent how much information they need
- Prepare the child/adolescent to familiarize them with procedures and treatment
- Let the child/adolescent know what you do before you do it

Relationship and trust

- Make clear agreements
- Engage in play and activities with the child/adolescent
- Use physical contact (e.g., hugs) if the child invites (*esp. small children*)
- Involve the family to establish safety (*esp. small children*)
- Distract the child/adolescent during unpleasant procedures
- Acknowledge the child/adolescent (e.g., after a procedure)

Don't



Attitude and appearance

- Don't appear stressed/busy as the patient may feel that you are angry
- Don't leave in the middle of a conversation
- Don't scold/nag at the patient
- Don't make fun if the patient is not in the right mood

Communication

- Don't talk too fast
- Don't talk over the patient's head and only talk to parents
- Don't ask the same questions over and over
- Don't tell the patient that they look good if they do not feel well
- Don't talk to adolescents like they don't understand anything

Relationship and trust

- Don't do something that has not been agreed upon
- Don't force the patient to do something against their will

