Introduce yourself to the individual at every meeting and explain what you are doing:
- Speak directly with the individual with dementia and not just their caregiver

Create a welcoming environment:
- Show an attitude of helpfulness and respect
- Encourage questions in a non-judgmental and caring manner
- Help complete forms if needed
- Caregivers: go with the individual to the appointments to record what was said
  o Send any concerns privately to the provider ahead of the appointment

Use plain language:
- Use simple words: “use” not “utilize”
- Avoid jargon: say “high blood pressure” not “hypertension”
- Use concrete language: say “Walk 30 minutes a day” not “Get some exercise”
- Use analogies with math: “Your tumor is the size of a lemon”

Slow down when speaking:
- Talk at a moderate pace so words can be clear and understood

Support words with pictures that reinforce the message:
- Use relevant pictures that support the topic

Limit the amount of information to only what the person really needs to know:
- It is hard to remember if you provide too much information

Encourage questions:
- Ask: "What questions do you have?" or "Tell me your questions."
- If you say, "Do you have any questions?" the response will likely be "no."

Verify understanding using "Teach-Back":
- Ask the person to tell you how to handle your instructions in their own words
  o This is not a test. If they cannot show you, be patient and re-explain.

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