

Be Kind to Yourself and Others

The I Matter Series



Take these everyday actions

to build patient trust and help everyone feel safe and secure at Cook County Health

Make eye contact

and talk to patients on the same level. If they are sitting, sit down.

Adjust the volume and tone

of your voice to suit the patient's engagement and comfort.

Ask permission

before doing anything involving or impacting a patient.



Explain why

you are doing what you are doing.

Give personal control

to the patient as much as possible during assessments or procedures.

Offer choices

like, "Would you like your IV in the left or right arm?" or "Would you like the door open or closed?"

Use plain language

that is easy-to-understand when explaining medical information.

Be aware

of your emotions when you learn about a patient's history of trauma.

Avoid looking at devices

like the computer or your cell phone while talking to a patient.

Educate yourself

about cultural and historical roots of trauma.

