

Communication strategies for clinic staff

Verbal communication that helps promote patient health literacy

With these strategies, your clinic's staff can deliver health information to patients and their families in a clear and friendly manner. This not only helps promote understanding of ADHD but also allows self-empowerment.

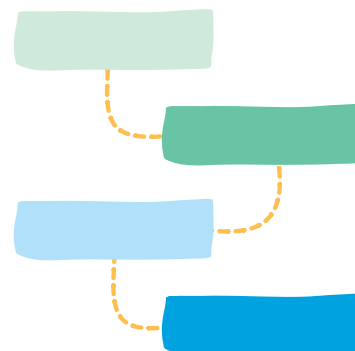
1 Reinforce the process rather than re-explaining

Inconsistent messaging between staff and clinicians can unintentionally undermine trust. You must aim to:

- Support the evaluation structure
- Reinforce consistency
- Avoid contradicting clinician language

Helpful phrasing:

- "The clinician will review all of this in detail with you."
- "That's a great question. <provider name> will walk you through how that applies to your child."



2 Use neutral, non-clinical language

Staff language can sometimes, unknowingly, confirm or dismiss parental concerns.

Helpful phrasing:

- "Thank you for letting me know. I'll make sure that information is included in your child's chart."
- "The clinician can assess that more carefully. Would you like to schedule a consultation?"

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3 Limit and be specific

Prioritize clarity and limit information to 3-5 key points. Clarity reduces repeat calls and frustration.

Helpful phrasing:

- “Here’s what happens next.”
- “You’ll receive the forms by email today.”
- “Once we receive school input, we’ll schedule the follow-up.”
- “You can expect to hear from us within 3–5 business days.”



4 Use demonstrations and visual aid

A demonstration of how to do something may be clearer than a verbal explanation. You may:

- Share online tutorials and educational videos
- Use infographic explainers in place of narrative text
- Offer printable patient handouts to take home

Sources & Evidence Base

(Staff communication guidance based on clinical best practices and health literacy principles)

- AAP 2019: Clinical Practice Guideline for ADHD in Children & Adolescents
- NICE NG87 (2018): ADHD: Diagnosis and Management
- DSM-5-TR (APA, 2022): Diagnostic & Statistical Manual of Mental Disorders
- AHRQ (2010): Health Literacy Universal Precautions Toolkit
- CDC (2021): Clear Communication Index
- SAMHSA (2014): Trauma-Informed Care in Behavioral Health Services
- Miller & Rollnick (2013): Motivational Interviewing, 3rd Edition