



GET ACCESS TO THE FACTS

5 TIPS FOR TALKING TO PATIENTS WITH INTELLECTUAL AND DEVELOPMENTAL DISABILITIES (ID/IDDs)

1 KEEP IT SIMPLE



Stick to short words and sentences when you can. Many people with ID/IDDs process information in a literal way, so it's best to avoid metaphors and figures of speech.

2 SHOW THAT YOU'RE LISTENING



The COVID-19 pandemic has been hard for everyone, but people with ID/IDD—including their parents and care providers — may face additional challenges

Show that you understand by listening to their concerns, then repeating what you've heard in your own words

3 SAY IT IN PICTURES



When you recommend protective behaviors like wearing a mask or keeping a safe distance, use literal, realistic images to help your patients visualize those behaviors. Use 1 image to illustrate each step .

4 INCLUDE EVERYONE IN THE CONVERSATION



If your patient brings a parent, caregiver, or support person to their appointment, be sure to include everyone in the conversation . When you're asking questions or sharing information, always talk to your patient directly. Then, check in with their caregiver or support person to learn more and make sure everyone is on the same page.

5 REPEAT KEY TAKEAWAYS



For people with ID/DDs, repetition is key. As you're wrapping up your visit, take time to repeat the main ideas you want your patient to take away from the