

# Therapist & Patient Interactions

## QUICK REFERENCE GUIDE

As you prepare for any engagement with the family or caregivers of a patient, it may help to think through the engagement. The following guide is an example of a discussion framework that aligns with sharing information about a child's scoring in the *OnTrack* Development Monitoring System.

### Set the Tone:



- **Greet the family** ~ “Thank you for coming in to discuss your child’s results from the OnTrack monitoring system...”
- **Establish what will be covered** ~ “I have two types of information to share your child’s progress; which style works best for you – graphs and data or summary”
- **State the goal of the discussion for today, aligning to previous visits** ~ “do you remember when we did the gross motor function classification system and categorized your child’s skills?”

What other questions or concerns do YOU, as a therapist, have about the interaction you will have with a family/caregiver?

**Now is the time to ask...**

### Manage Expectations:



- **Explain the parameters of the grid** ~ “we will look at your child in their level, as compared to other children in this same level”
- **Share the information and provide analogies that help** ~ “this particular format may be familiar from the charts you see at the pediatrician’s office”

### Alleviate Concerns:



- **Check in for additional concerns** ~ “That is all that I have to share, do you have any concerns that we have not discussed?”
- **Share information about other resources** ~ “we have programs here, such as our biking group, that may be of interest; would your child like to participate?”

