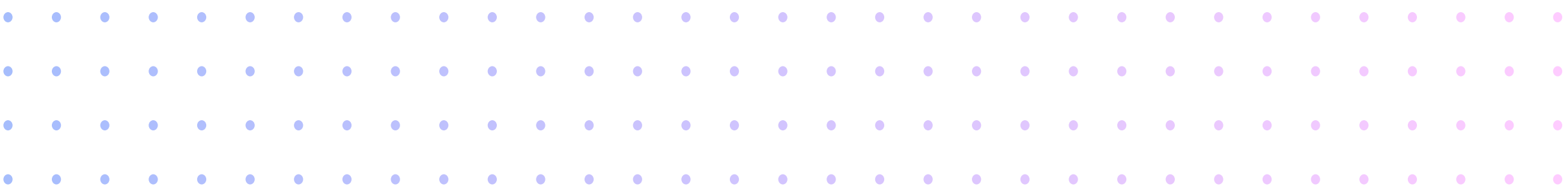

A CLL EMPOWERMENT GUIDE

Keeping
the setting





Treating people with CLL requires an approach that takes into account a variety of factors.

One of them is the setting, a practical yet fundamental aspect of healthcare as it can either hamper or facilitate communication with the patient. The right setting can foster a therapeutic relationship and enhance mutual respect. Since CLL is a chronic disease and a continuous relationship is established with each patient, it can be proven to be an important element.

Firstly, being as punctual as possible in your appointments with patients is important.

It is helpful to explain in advance the approximate length of the meeting

Being consistent and committed to the appointments will help you be on schedule and show that you value others' time, while also establishing trust



Another parameter to consider is the office arrangement. It should be clear, tidy, and preferably minimal.

In that way, there are fewer distractions, which helps to increase performance and focus

Having an office free of environmental distractions can lead to more productive conversations with patients, during which you manage to stay attuned to their emotions

This, in turn, can allow your patients to experience that you genuinely care for them.

KEEPING THE SETTING

Conveying safety and trust to patients can be maximized by securing their privacy. Closed doors and a quiet environment are of primary importance. It is also essential to be sitting facing each other, without any obstacles in between.

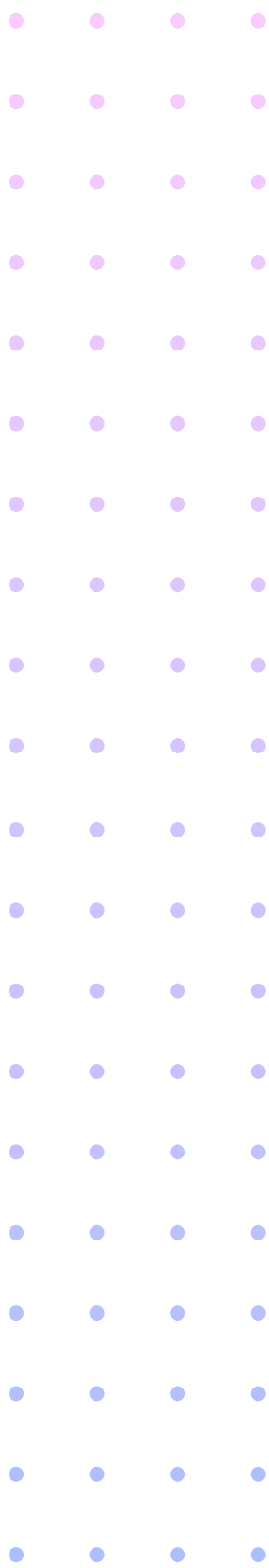
For example, if the computer screen blocks the space between you and the patient, consider reconfiguring the computer's placement.

In that way, you will convey the message that you are open to listen and will dedicate effort to help them.

WORKING WITH PEOPLE WITH CLL



Furthermore, it is really important to focus on the patient and **give them your undivided attention**. While working in a clinical setting, it is very likely that you will receive phone calls, emails, or have someone knock on your door. It would be optimal to avoid such interruptions and agree with your colleagues on how they could gently notify you in case of an emergency. In these cases, apologize to the patient and let them know that it is an emergency and you will be back as soon as possible.



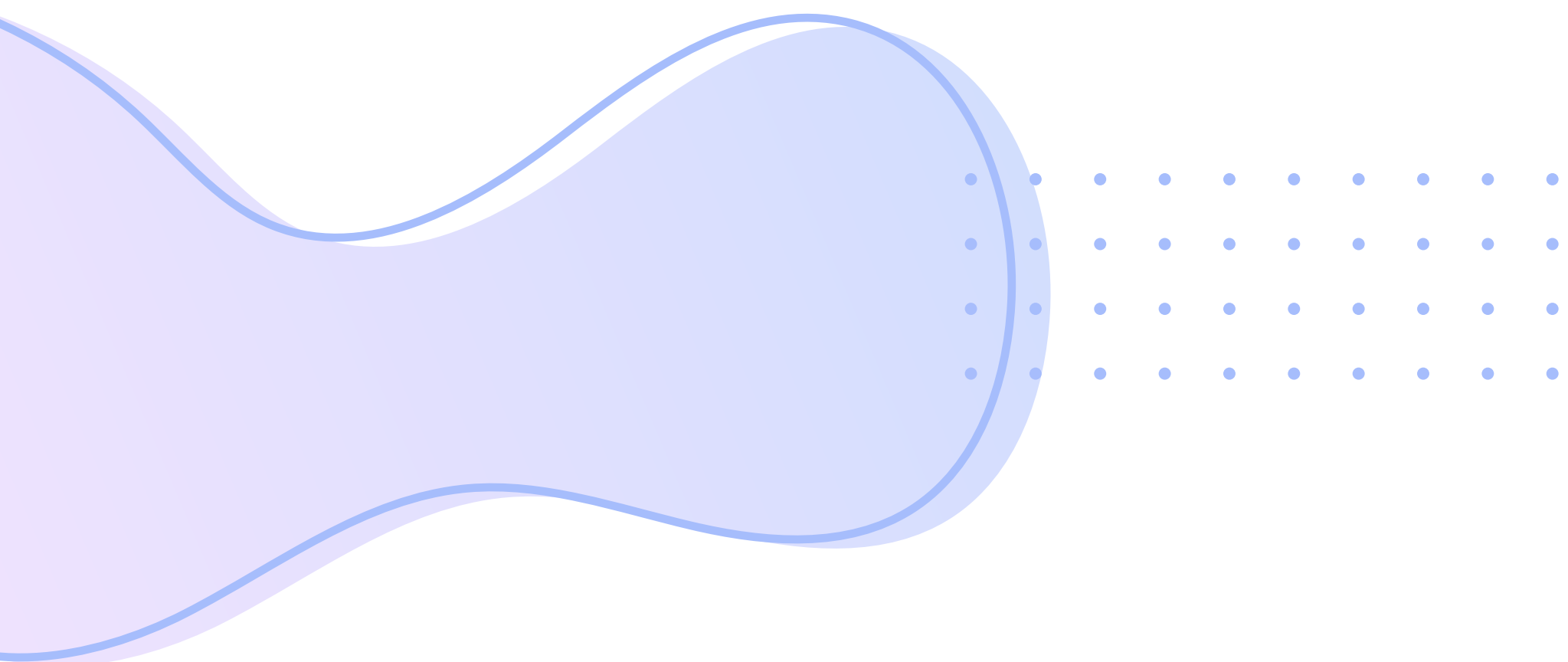
KEEPING THE SETTING

These may seem like small details but overall,
they are of high importance

WORKING WITH PEOPLE WITH CLL

*The setting is the cornerstone and
most basic step of establishing good
communication with your patients*

*The setting can itself communicate a very
principal message to the patient that you
are there for them, dedicated to their care,
and willing to do your best to help them
cope with their CLL journey*



This leaflet was created within the context of the "Patient Empowerment" Program, which is designed and implemented by the Institute of Applied Biosciences at the Center for Research and Technology Hellas (INAB|CERTH) and approved by the Hellenic Society of Haematology (HSH) and the European Research Initiative on CLL (ERIC)

