

## **Risk Communication**

Re-deploying or post-deployment military members may have been exposed to such non-battle-related health threats as infections, pathogen- or vector-borne diseases, toxicants, and psychological and physical stress. Unfamiliar potential health threats such as depleted uranium exposure and the variety of both accurate and inaccurate descriptions of these threats in the press can cause military patients to have high concern about their illnesses. Coping with Medically Unexplained Physical Symptoms (MUPS) can also bring about patient anxiety and frustration. To provide the highest quality care, the military clinician of today needs to demonstrate optimal skills for communicating with diverse and at times untrusting patient populations.

### **Risk Communication—a science-based approach for communicating effectively in situations of:**

- High concern
- Low trust
- Sensitive situations
- Controversial situations

### **In a low trust, high concern situation**

- Mistakes are amplified
- Negatives are amplified
- Clinician communication skills are essential



## Risk Communication (Side Two)

### Factors in Gaining Trust and Credibility (in descending order of importance)

- Empathy
- Caring
- Personal Commitment
- Honesty
- Openness
- Expertise

### Remember **ENVITE**

**E**mpathy

**N**on-Confrontational

**V**alidate

**I**nform

**T**ake Action

**E**nlist Cooperation

