Telephone Tips for calling PWD (Persons With Dementia)

SPEAK CLEARLY & SLOWLY
- One sentence, slight pause, next sentence, etc.
- Sounds, Words & Meanings can become distorted
- Sentences can run together and loose meaning
- Brain is trying to process the conversation AND the meaning

• DON'T YELL
  - Dementia doesn’t mean hearing impaired

• STOP ALL OTHER CONVERSATIONS & DISTRACTIONS
  - Mentally & Verbally – concentrate on the call
  - Your small distractions can cause confusion

• STATE EXACTLY WHAT YOU NEED & WHERE TO FIND IT
  - Account Numbers, Billing Date, etc.– explain how to find the information
  - Request Information one at a time- consecutive steps are confusing

• REPEAT NUMBERS & IMPORTANT DETAILS
  - Processing numbers can be difficult – Say THREE numbers or less at a time

• AVOID TRANSFERRING THE CALL
  - If you MUST transfer the call
    - Give the name & number you are transferring to
    - Stay on the line and give the new person the caller’s name & explain the situation

• CONFIRM ALL IMPORTANT INFORMATION
  - i.e., “Just to confirm, would you read back to me the number I gave you?”

• BE THE LAST TO HANG UP
  - Give your caller time to process
  - It takes longer to process information – this ensures that all questions have been asked

• LEAVING A MESSAGE
  - Provide all information
    - Date & time of the call
    - Your Name
    - Company name
  - State important information at LEAST TWICE
    - Phone Number, Company Name, Your Name and Extension

• Many of these basic telephone etiquette tips can make a big difference in eliminating confusion for PWD (Persons With Dementia).