

Module 4

Part 1: Understanding communication barriers

Why is disability-inclusive communication important in health care?



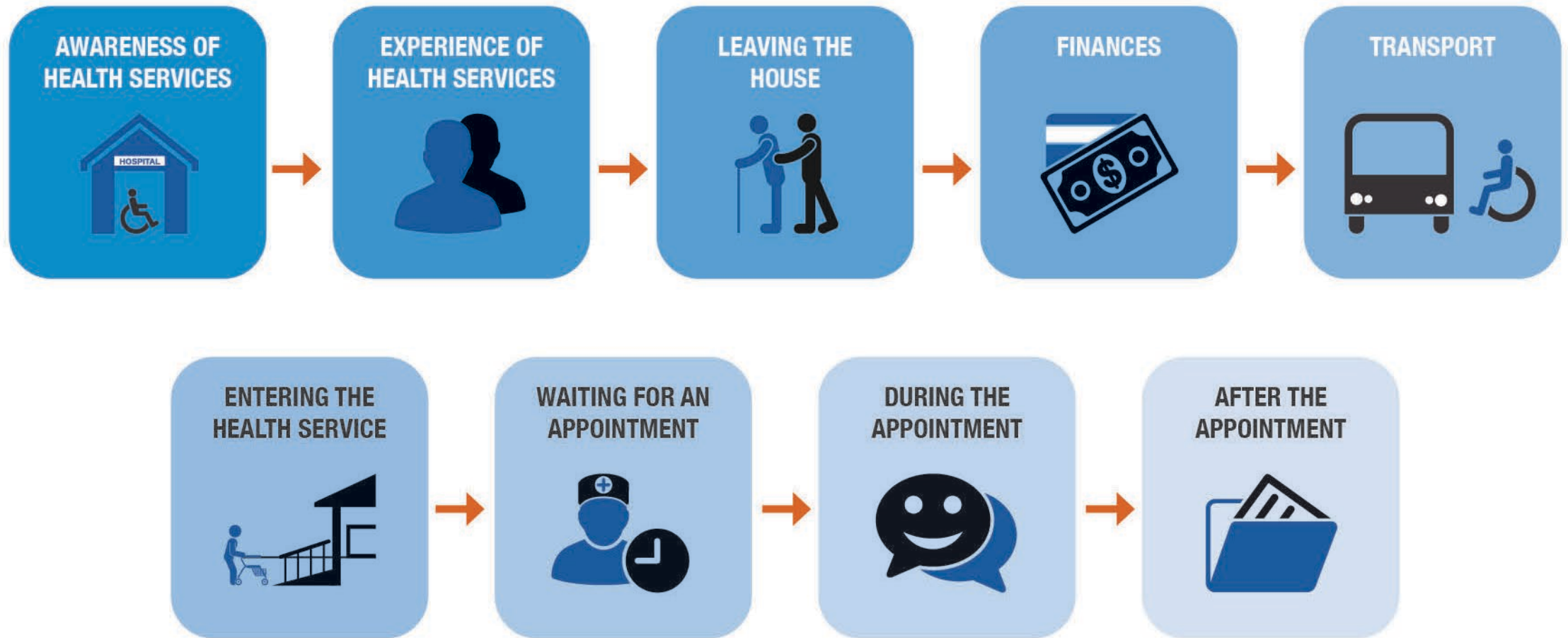
People with disability have **less access to information** about health, health services, and their right to health than people without disability

Communication barriers can reduce demand for health care

Removing communication barriers is key to improving access to health and health outcomes

Enables people with disability to **increase control** over, and improve, their health

Communication in the patient's health-care journey



Why do communication barriers occur?



Negative attitudes and lack of awareness by health workers – e.g. making assumptions about what people with disability need to know



People with disabilities that affect their hearing, seeing, speaking, reading, writing, memory, or understanding may use **different ways to communicate** – these are often not accommodated

Why do communication barriers occur?

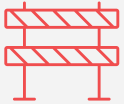


People with disability may have had **less access to education**
– many health promotion activities occur in schools

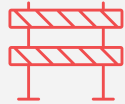


Low health literacy among family members or carers
– impacts the information shared with people with disability

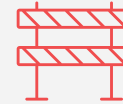
Common communication barriers at health facilities



**Inadequate
explanations** of
health conditions
or procedures

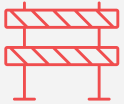


Written
information not
provided in
accessible formats

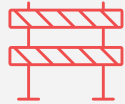


**Verbal
information** not
provided in
accessible formats

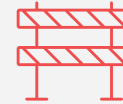
Common communication barriers at health facilities



Being talked down
to or patronized by
staff and health
workers



Being ignored or
spoken to
indirectly through
a family member
or support person



Not enough time
provided to use
alternative
communication
methods

Communication barriers in health promotion



Information provided in one or **limited formats**

Use of messages that are **complex or difficult to understand**

Messaging that **does not include information** specifically relevant to people with disability

Not including people with **disability** in messaging and images

Failing to **specifically target people with disability** to ensure they receive health promotion information

Up next

Step 3: Activity: The impact of communication barriers on equal access to health care