

# HEALTH CARE PROVIDERS:

## 7 Keys for Navigating a Life-Changing Diagnosis

### Walk Two Roads

Balance staying positive while offering honest, accurate information. Communication can be hopeful while grounded in reality.



#### INVITE REALITY

**Say:** “As we move forward, I’d like us to Walk Two Roads, which means hope for the best, and plan for the rest.”

### Zoom Out

Every illness has a known pattern to it. Offering this storyline gives a birds-eye view of where they’re at in their illness and the long view.



#### INVITE ILLNESS UNDERSTANDING

**Say:** “Your illness has an average storyline and pattern. Do you want to know about the big picture of the illness?”

### Know Your Style

A person’s unique way of being will impact their experience as much as the illness itself. Help them harness information about their style to feel more in control.



#### INVITE CHARACTER

**Ask:** “How would you describe your natural style of coping with challenges?”

### Customize Your Order

Help identify what is most important to the person. Their values can help you know them as an individual and guide their future decisions..



#### INVITE VALUES

**Ask:** “What do I need to know about you to provide the best care possible?”

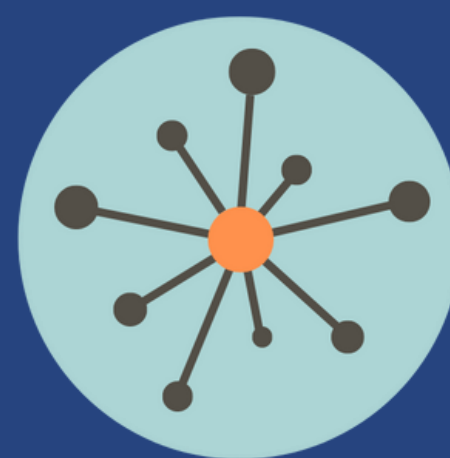
### Anticipate Ripple Effects

Their inner crew (e.g. family and caregivers) will have a parallel illness journey. Help prepare the inner crew for what to expect.



#### INVITE FAMILY

**Ask:** “Who are the people who will be most affected by the illness?”



### Connect the Dots

The person and their inner crew need to play a key role in coordinating information. Describe what to track and share to enhance continuity and safety.

#### INVITE SHARED MANAGEMENT

**Say:** “Let’s talk about how you can stay organized, prepared, and feel more in control?”

### Invite Yourself

Don’t assume that quiet, polite people aren’t wondering about the future. Encourage them to ask questions and seek information.



#### INVITE PARTNERSHIP

**Say:** “We’re in this together. Please ask questions and share what’s on your mind. Your voice matters.”

### The Waiting Room REVOLUTION



For more tools and resources visit  
[waitingroomrevolution.com](http://waitingroomrevolution.com)

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