

# DELIRIUM: SUPPORTIVE COMMUNICATION TECHNIQUES

## Goals:

- Keep it simple
- Avoid open-ended questions
- Acknowledge feelings, validate confusion, and reassure

## Tips:

- Remember that someone who has delirium is confused and can be frightened by the experience
- Use a calm voice, smile, and be patient when communicating

Instead of...



Try this...

<b>“How are you?”</b>	<b>“Are you having a good day?”</b>
<b>“What would you like to wear today?”</b>	<b>“Red shirt or blue shirt?”</b>
<b>“There are no snakes, you are hallucinating.”</b>	<b>“I know you see snakes on the floor and you’re scared, but I’m here with you and you’re safe.”</b>
<b>“Your mother has been dead for 20 years.”</b>	<b>“Why are you asking about your mother? What’s going through your mind right now?”</b>