



# Sensitive Practice Request

*Dear healthcare worker,*

*I have experienced some traumatic events in my past that can make healthcare appointments very challenging for me. By providing this information to you, I am hoping that together we can find a way for me to get my healthcare needs met. Thank you for providing a trauma informed service.*

My fear and anxiety about coming to this appointment is currently at (patient please tick)

**1      2      3      4      5      6      7      8      9      10** (1: very relaxed – 10: extremely anxious)

My biggest fear is: \_\_\_\_\_ Something that I might do or say during my appointments, due to my fear and anxiety is: \_\_\_\_\_  
\_\_\_\_\_ If this happens you can assist by \_\_\_\_\_

## Helpful actions

(Patient - please tick each action below that would be helpful to you and add any other points at the bottom).

### Before procedures

- Introduce yourself and your role to me
- Introduce other workers and explain why they are there
- Get to know a bit about me first
- Don't ask me questions about my trauma
- Explain what you are going to do and why
- Ask "what could make this easier for you?"
- Ask permission before touching me
- If I need to have a procedure, explain it to me and give me written information to read
- Agree on a "PAUSE" signal I can use during the examination or procedure
- Tell me that it is "okay to stop" the examination or procedure at any time
- Talk to me about stress reduction techniques to use during examinations and treatment
- Ask if I have any questions
- Provide answers to my questions
- Allow me to bring a support person to my appointment  
Their details: \_\_\_\_\_
- Other actions (please write below)

### During procedures

- Give me choices and control where possible
- Offer that I watch and / or help with the procedure
- Maximise privacy – keep doors and curtains closed, provide a sheet or rug to cover my body and expose only one part of my body at a time
- Reassure me, use my name and check if I am okay as you go
- Remind me to keep breathing slowly and deeply
- Watch for non-verbal cues and pause as needed.
- Only restart when I am ready
- Allow me to dress in private
- Only discuss sensitive information when I am sitting and dressed
- Speak and act with respect at all times
- Explain things slowly and check that I have heard and understood. Repeat things back to me
- Provide me with a written summary of what was discussed (dot points are ok)
- Other actions (please write below)

# Patient tips for using this form

This form has been developed for you to share with your healthcare professionals. You can choose when and how you use this form. Below are some suggestions that might help you.

1. It's a good idea to say something to introduce the form to your healthcare professional.  
For example:  
"I find health appointments difficult, so I have this form that has some information about me that I think might help."  
or  
"I have some important information that I'd like you to read before we start please."
2. You do not need to share your trauma history. If your healthcare professional asks questions that you don't feel comfortable answering, ask why they want to know (in case it is important for treatment planning). If it doesn't seem relevant, you might say something like "I would rather not go into that."  
or  
"I'd prefer not to talk about that here."
3. Don't assume all health professionals know a lot about trauma.
4. It is okay to provide different information to each of your healthcare professionals. Different treatments might impact you in different ways. You may also find that the way you respond to things changes over time, so the details need to be updated.
5. Health appointments can be distressing. If possible, try to book appointments at a time when you are not rushed and allow yourself some time after the appointment to relax. There is information about 'Calming Strategies' on the SARC website that may be helpful before, during and after appointments.



*Taking time to prepare for your healthcare appointments (by completing this form, and practising calming strategies) can make a big difference in making your appointments less traumatic, and helping you to get your medical and healthcare needs met.*

*Your health is important.*

Other notes:

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*Thank you for listening*