

# COMMUNICATION STRATEGIES IN EMERGENCIES WITH PEOPLE WITH INTELLECTUAL DISABILITIES



EMS2019  
MADRID

26-28 APRIL 2019

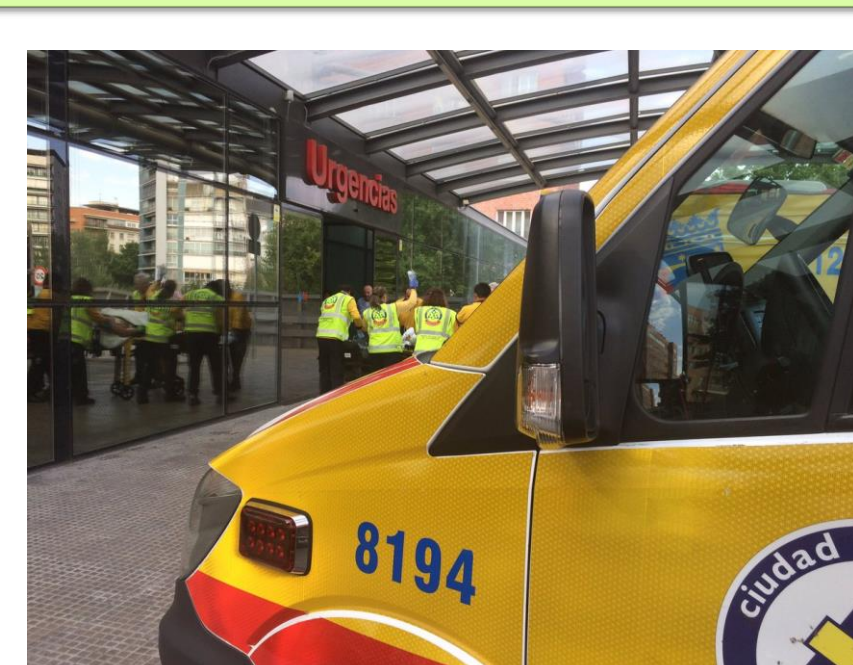
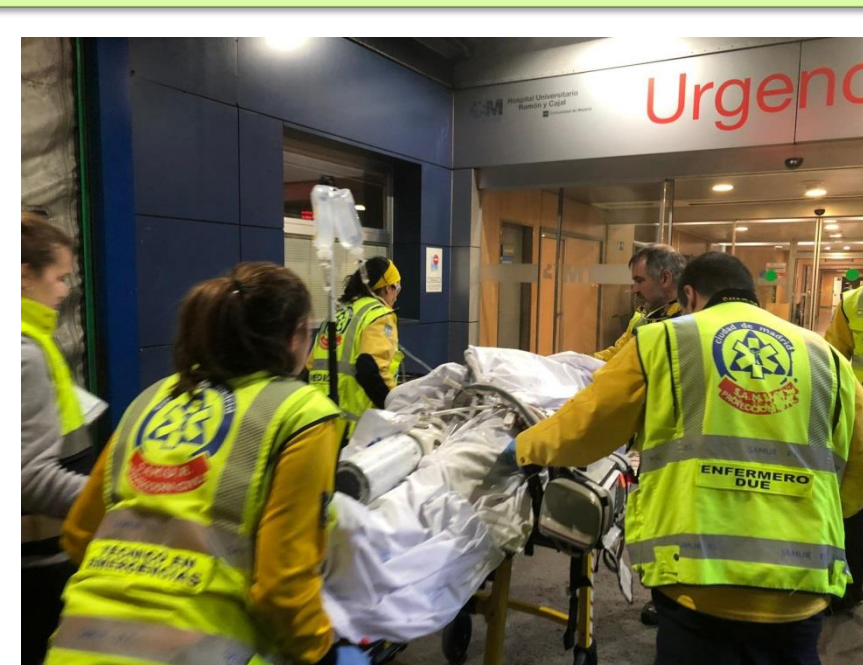


S. Gálvez Gallego, S. Justo Morato, M. García Martínez, F. Miguel Saldaña.

## TOPIC

In the performance of their duties, health professionals need tools that facilitate the quality of care for their patients.

We wonder if the academic training we receive prepares us to intervene in an optimal way with people with intellectual disabilities (IDP).



## AIM

To bring to the healthcare professionals relationship and communication strategies to be taken into account towards IDPs, which will generate security in the professional and bring well-being and confidence to the IDP.



## METHODS

Bibliographic and documentary review carried out through a search and analysis of information, knowledge and techniques related to the subject of study.



## RESULTS

**Be more flexible as much as possible**

**Use a simple vocabulary**

**Anticipate any physical contact**

**Decrease noise and light signals**

**Generate an atmosphere of trust**

**Provide the technical aids they need (pictograms, sign language...)**

**Keep a comfortable distance**

**Treat them according to their chronological age**

**Not be strict with response times**

**Allow companion and / or some personal object**

## CONCLUSIONS

**The great functional diversity of the patients we see every day is a challenge that we must overcome successfully. Only with adequate training we can face it in a correct way, removing all possible barriers and empowering IDP.**