LITTLE ONES HAVE BIG EARS:
COMMUNICATING WITH AND AROUND PEDIATRIC PATIENTS AND FAMILIES

Amanda Roudebush, CCLS and Regina Yocum, MA, CCLS
Emergency Care and Trauma Symposium
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Who We Are And What We Do
Comfort and Reassurance
Learning Objectives We Covered

• Children have big imaginations, so they need concrete information.
• Children also have big ears— even though they seem like they are not listening, talk like they can hear you.
• Comfort, reassurance and distraction are simple but important strategies to use when working with patients and families during a traumatic event.
Contact Information

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Thank you!
AMERICAN FAMILY CHILDREN’S HOSPITAL
AT THE UNIVERSITY OF WISCONSIN HOSPITAL AND CLINICS