

Key Message – Information Processing

The following are some ways you can support a patient who has difficulty with information processing:

- Recognise there is a problem and try and help the person understand it.
- Have realistic expectations of the person's ability and accept this might be different day to day.
- Chunk tasks/instructions into smaller, simple steps and consider giving information in different formats i.e., written, verbal, visual.
- Give the person time to register, process and respond to information you are giving them, do not take over or assist/intervene too quickly.
- Consider the environment and reduce distractions (i.e., turn off TV/radio) or take the person to a quieter space.
- Be patient and offer reassurance.
- Ask a relative or friend to be present when you are giving the patient information.
- Refer to or seek advice from a Neuro Psychologist , Occupational Therapist and/or Speech and Language Therapist.