

UK als Möglichkeit bei nicht- landessprachigen Patienten

1. Freiburger Fachsymposium „UK im Blickfeld Klinik“

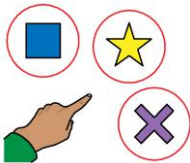
Sabrina Beer, Marina Fendt

LogBUK GmbH

Therapie und Beratungsstelle für UK



Aus welchen Ländern kommt Ihr Klientel?



Welche Themen treten immer wieder auf?



Was ist schwierig mit nicht-landessprachigen Kommunikationspartnern?



Welche Lösungsansätze haben Sie bisher?

Häufige Themen, die im Alltag auftauchen

- Zustimmung / Ablehnen
- Abfrage wichtiger Infos
 - Schmerzen
 - Medikamente, Allergien und Unverträglichkeiten
 - Vorlieben und Abneigungen
 - Bedürfnisse
 - persönliche Daten
- Auswahl / Entscheidung treffen
- Abläufe nachvollziehbar machen

Materialien und Ideen - Symboltafeln

Vorhandene Freeware nutzen

تواصل Kommunikation

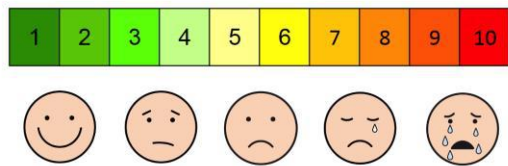
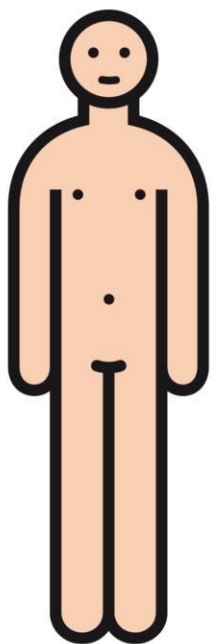
Arabisch – Deutsch

لا nein 	اسم Name 	أسرة Familie 	لا تتشاجروا nicht streiten 	لا افهم ich verstehe nicht 	مشكلة Problem 	خوف Angst 	مرضى krank 	نعم ja
أين؟ wo 	طعام Essen 	مشروبات Getränke 	مرحاض Toilette 	سؤال Frage 	حار heiß 	برد kalt 	ألم Schmerzen 	طبيب Arzt
متى؟ wann 	لباس Kleidung 	سرير Bett 	حمام Dusche 	تسوق einkaufen 	متعب müde 	غثيان übel 	حمى Fieber 	دواء Medizin
لماذا؟ warum 	سيارة، حافلة Bus, Auto 	قطار Zug 	سفينة Schiff 	تذكرة Fahrkarte 	طلب اللجوء Asylantrag 	هاتف Telefon 	الإنترنت Internet 	تعبئة كهرباء Gerät laden

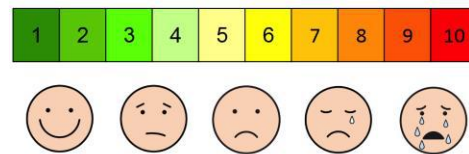
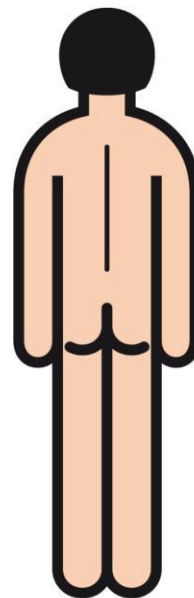


0 1 2 3 4 5 6 7 8 9 10





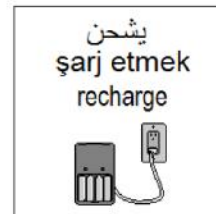
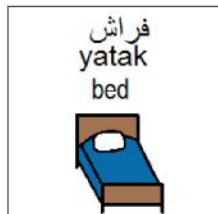
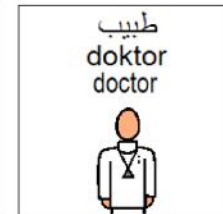
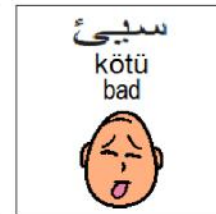
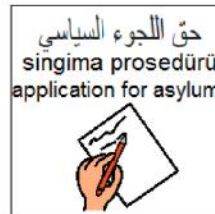
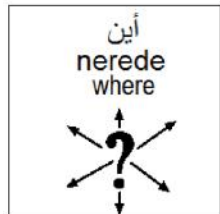
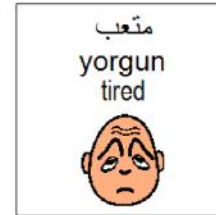
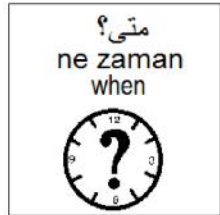
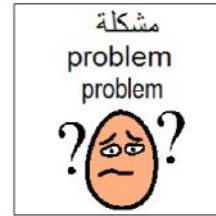
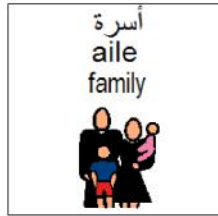
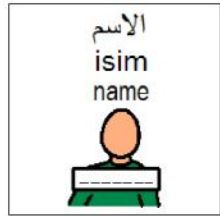
Tanja Müller
Symbole METACOM/Annette Kitzinger



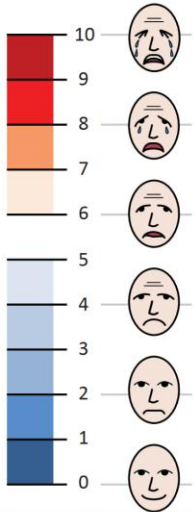



























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Symbole METACOM/Annette Kitzinger



طرق التواصل
iletişim
communication












WidgitHealth Paramedic Symbol Board **Turn over** 

	 Your name?	 Phone number?	 Your address?	 Your birthday?	 drivers licence / ID
	 I am here to help	 Please lie down	 Please wait here	 This won't hurt	 Check for injuries
	 diabetes	 pregnant	 allergies	 lost	 weapons
	 medicines	 medicine you cannot take	 drinking alcohol	 Did someone hurt you?	 Were you wearing a seatbelt?
	 bathroom	 drink	 eat	 painkiller	 contact relative
	 yes	 No			

Adapted from original ideas from Susan F. Rzcudlo, Speak Unlimited, 2009 www.papremisealert.com/about-speak.html
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 put in	 speak	 speaking valve
 speaking valve	 soft foods	 sore
 speech therapist	 strange	 suction tube

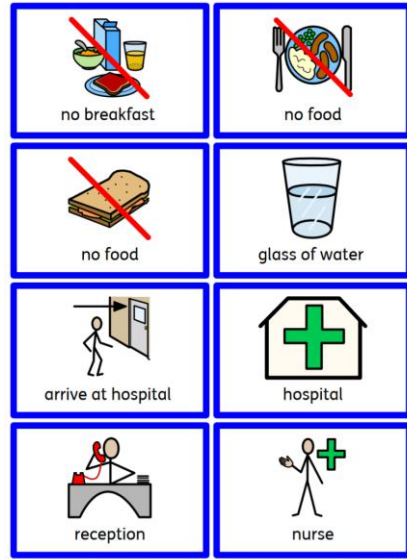
WidgitHealth Bedside Messages **English (A4)**

 I can indicate "yes" and "no". Please ask me yes and no questions.	 Please realise that I am intelligent, and you can talk to me directly. I can understand what you are saying.
 Let me explain to you how I communicate.	 I am feeling quite a lot of pain; please help me.
 I'm very thirsty, I would like a drink.	 I'm very hungry, I would like some food.
 I am very uncomfortable, and need to be repositioned on this bed.	 I need immediate help with my toileting.
 I am feeling sick to my stomach. Please help.	 I am having trouble dealing with this food. Please could I get it changed?
 I'm feeling very cold. Could you please help me?	 I'm feeling very hot. Can you help cool this place down?
 I have a question I really need to ask.	 Please help me get a nurse in here.

Abläufe

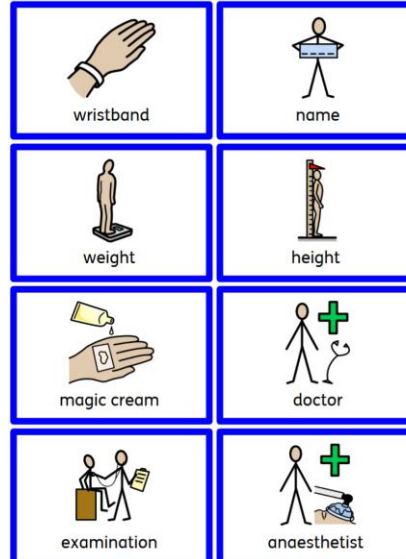
<https://widgit-health.com/downloads/for-professionals.htm>

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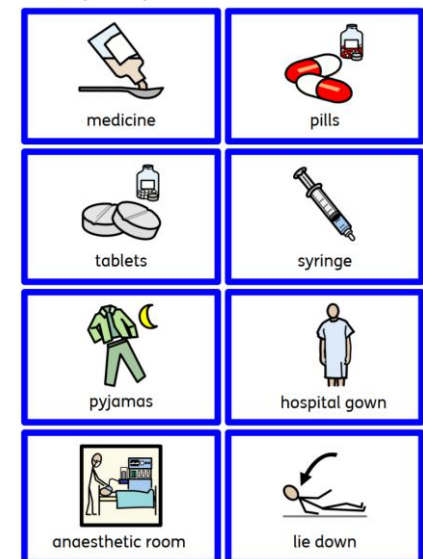
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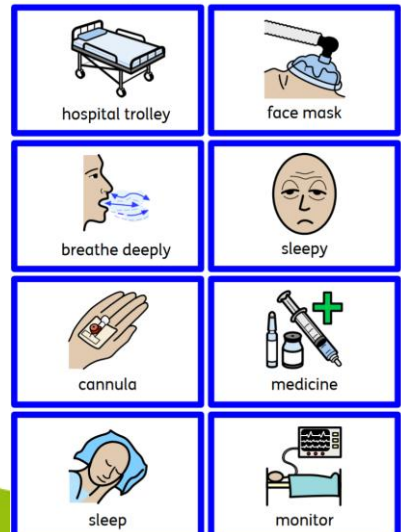
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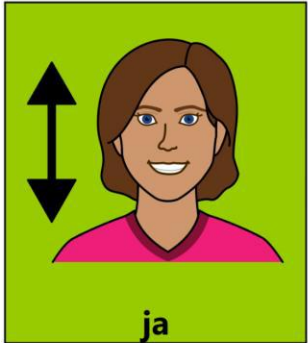


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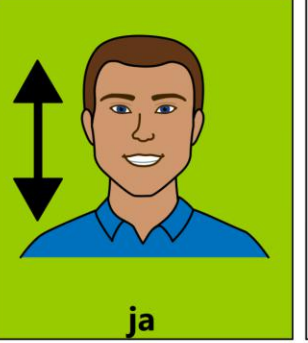
ja



ich weiß nicht



ich überlege noch



ja



ich weiß nicht



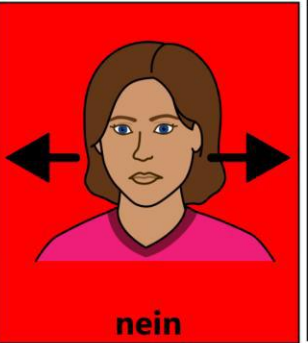
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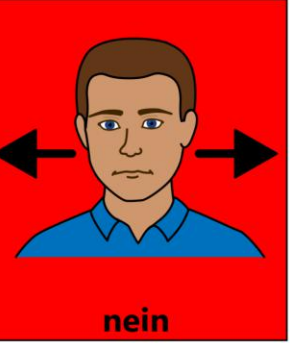
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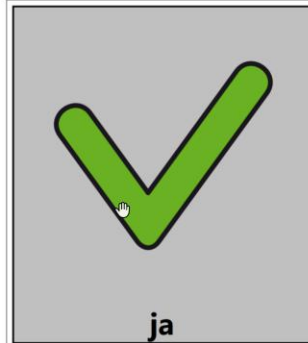
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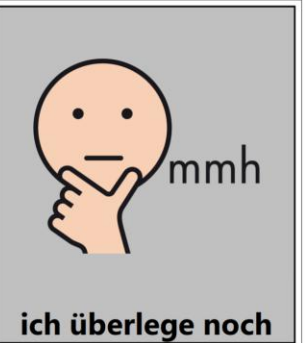
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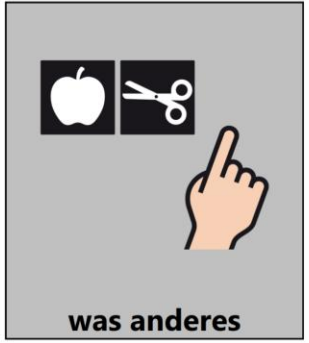
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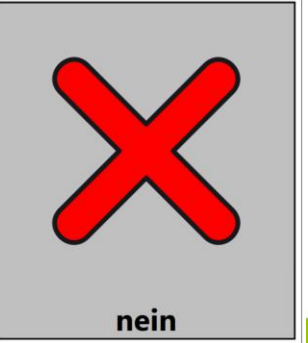
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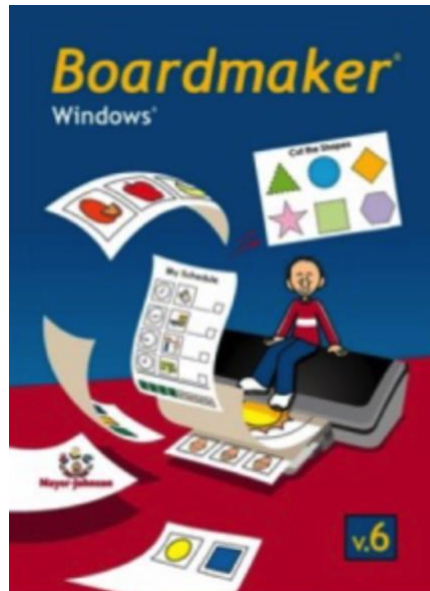
<https://www.uk-im-blick.de/>

-> Service -> Materialien

Materialien und Ideen - Symboltafeln

Individuell erstellt mit Symbolsammlungen

- Metacom
- Boardmaker (Möglichkeit zur mehrsprachigen Darstellung)



Materialien und Ideen - Symboltafeln

- Multilinguale Kliniktafeln (REHAVISTA)
- Kommunikation mit Geflüchteten (REHAVISTA - arabisch + albanisch / Frau, Mann, Kind)