



## JARGON ALERT! / WAIT CARD USER GUIDE

### ***Why the card was created***

Jargon refers to technical terms or specialized language which may act as a type of shorthand between members of the same group or profession. In healthcare it is a part of everyday conversations and too often results in miscommunication among different providers, patients and caregivers

The Jargon Alert! card is a tool that can assist in advocating for clear communication. Commonly the person using the jargon doesn't realize that they're doing it and would, if prompted, clarify what they are talking about. If used properly the cards can provide an easy way to intervene when jargon is used.



The WAIT (Why Am I Talking) flashcard can assist in advocating for clear communication in team settings. It reminds people to speak with purpose and to make space for others to contribute. The WAIT Card also empowers patients to alert staff when they feel overloaded with information.

### ***Before using the card***

- **This card should only be used in settings where all parties are familiar with it and welcome its use**
  - First establish a common understanding where all parties agree to the use of this card and are comfortable with challenging each other regarding clarity of language and/or asking questions
  - Without first having a safe culture, the use of this card could be misunderstood

### ***Example of how to share the card***

Jargon Alert!

*I have provided a Jargon Alert! card for each of you and invite you to use this today throughout my presentation or with other participants to aid in clear communication. If you detect any jargon, raise your card to alert the speaker.*

WAIT (Why Am I Talking)

*During our appointment today if you have a question or are feeling overwhelmed, hold up this WAIT card to signal the need for a break or a check in.*

### ***What to do if someone raises the card on you***

Jargon Alert!

- While it can be tricky to pause your train of thought, thank them for alerting you and ask what they would like further explained.




WAIT (Why Am I Talking)

- When someone signals you, pause to make room questions or to take a break.



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### *Ways the card can be used*

<b>USER</b> 	<b>JARGON ALERT!</b> 	<b>WAIT (Why Am I Talking)</b> 
<b>Patient and Family Member Interaction - One to One</b>  (To be provided to patient for their appointment)	<ul style="list-style-type: none"> <li>• Informs care providers that the patients or family don't fully understand the medical jargon or acronyms being used.</li> <li>• Supports patient-friendly plain language.</li> </ul>	<ul style="list-style-type: none"> <li>• Informs care providers that the patients or family have a question about what is being discussed.</li> <li>• Empowers patients or family to pause the discussion due to emotional response or feeling overloaded.</li> </ul>
<b>Patient and Family Member Interaction - Group Setting</b>  (To be handed out at workshops and education sessions)	<ul style="list-style-type: none"> <li>• Informs the facilitator or instructor that medical jargon or acronyms need clarification.</li> </ul>	<ul style="list-style-type: none"> <li>• Informs the facilitator or instructor that the patients or family have a question about what is being discussed.</li> </ul>
<b>Interprofessional interactions among care providers and staff</b>	<ul style="list-style-type: none"> <li>• Informs peers and colleagues that medical jargon or acronyms need clarification.</li> <li>• Can be used by new staff during orientation and interprofessional shadowing.</li> </ul>	<ul style="list-style-type: none"> <li>• Can be used as a self-check to remind yourself to speak with purpose and make space for others to contribute. E.g. place the card in your view during meetings.</li> <li>• Can be used by new staff during orientation to signal that they feel overloaded.</li> </ul>
<b>Students</b>	<ul style="list-style-type: none"> <li>• Informs peers and mentors that medical jargon or acronyms need clarification.</li> <li>• Can be used in the classroom, small group activities, and interprofessional shadowing.</li> </ul>	<ul style="list-style-type: none"> <li>• Empowers students to pause the discussion due to needing clarification or feeling overloaded.</li> <li>• Can be used in educational and clinical settings.</li> </ul>

The Jargon Alert! card is by Alberta Health Services and University of Alberta as part of the Interprofessional Clinical Learning Unit (IPCLU) project.

The source for the "WAIT" acronym is unknown, but is commonly used as a team communication tool in the business sector. The WAIT Card is by the Health Sciences Education and Research Commons (HSERC).

Both cards can be found on the Health Sciences Education and Research Commons' website [uab.ca/VIPER](http://uab.ca/VIPER) under Team Skills and Tools. If you use these resources, please credit the Health Sciences Education and Research Commons and insert a link back to this page ([uab.ca/VIPER](http://uab.ca/VIPER)).