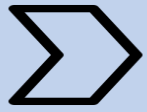




ASIAN HEALTH SERVICES

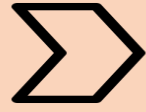
Rapport



“Good morning, [pt name]. It’s great to see you! How can I help you today?”



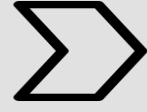
Explore



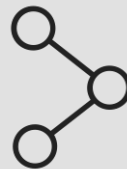
“I noticed some issues on the survey you filled out earlier. Is there anything going on recently causing you stress?”



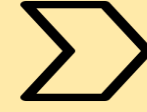
Connect



“Addressing these feelings of stress can lead to improvements in [sleep problems, pain, fatigue, high blood pressure, other symptoms].”



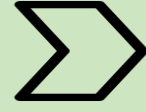
Recommend



“I personally recommend seeing one of our behavioral health staff [show cards]. They are experts in the issues you are facing.”



Reassure



“Many people see counselors; it’s pretty common.”
“Conversations are confidential.”



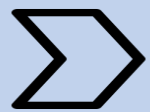
Frequently Used Terminologies (Cantonese)

- Social worker - 社工
- Counseling services - 身心輔導服務
- Emotional problems - 情緒轉變
- Behavioral problems - 行為轉變



ASIAN HEALTH SERVICES

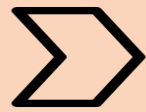
引言



早晨/午安,
[病人名____]
好開心又見到
你!
你呢排點呀? 講
來聽聽.



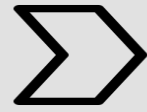
理解



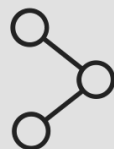
你剛才係問卷
調查話自己
“ [有唔開心?
有心事? 失落?
無助? 情緒問
題?] ”
不如你講比我
知, 等我為你分
憂解難.



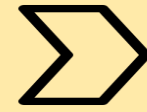
連繫



其實, 改善情緒
問題, 可以幫你
容易入睡, 又會
減少壓力, 就連
血壓都會有改
善.



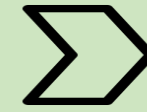
建議



作為你的家庭
醫生, 我會建議
你去見一見社
工顧先生 或
MAY 姑娘
佢地都係呢方
面的專家, 會幫
到你好多.



私隱



同社工傾訴是一
件很普通的事,
談話內容絕對保
密, 請你放心.



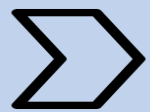
Frequently Used Terminologies (Mandarin)

- Social worker - 社工
- Counseling services - 身心輔導服務
- Emotional problems - 情緒轉變
- Behavioral problems - 行為轉變



ASIAN HEALTH SERVICES

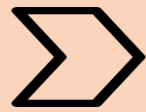
引言



早上好/午安,
[病人名____]
很高興又看到你!
你近來怎麼樣
呢? 跟我分享一下
吧!



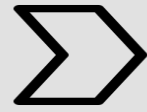
理解



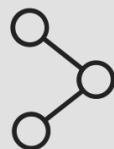
你剛才參加問
卷調查,說自己
有“[不开心?
有心事?失落?
無助?情緒問
題?]”
你可以告訴我,
讓我為你分憂.



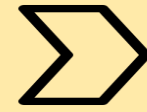
連繫



其實,改善情緒
問題,既可以幫
你容易入睡,又
會減少壓力,就
連血壓情況都
會有改善的.



建議



作為你的家庭
醫生,我會建議
你去諮詢社工
顧先生 或
MAY 姑娘,
他們都是這方
面的專家,會幫
得到你.



私隱



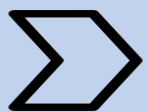
跟社工傾訴是一
件很普通的事,
談話內容絕對保
密,請你放心。





- Social worker – Nhân viên xã hội
- Counseling services – Dịch vụ tư vấn
- Emotional problems – Những vấn đề về cảm xúc
- Behavioral problems - Những vấn đề về hành vi

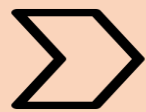
Giao tiếp



“Xin chào, [pt name]. Rất vui được gặp quý vị! Hôm nay tôi có thể giúp gì cho quý vị?”



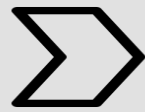
Tìm hiểu



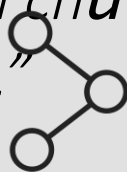
“Tôi thấy mô tả số vấn đề trên báo kha khá sát quý vị vừa làm xong. Gần đây có điều gì khiến quý vị căng thẳng không?”



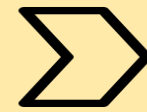
Kết nối



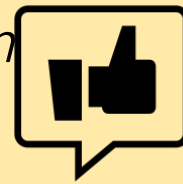
“Gia đình quyết được cảm giác căng thẳng này giúp quý vị cảm thấy được yên tâm về [giác ngủ, cơn đau, mệt mỏi, huyết áp cao hoặc những triệu chứng khác].”



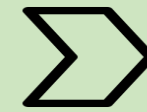
Đề xuất



“Cá nhân tôi đề nghị gặp một trong các nhân viên về sức khỏe hành vi của chúng tôi” [đưa danh thiếp]. Họ là những chuyên viên trong các vấn đề mà quý vị đang đối diện



Đảm bảo



“Nhiều người đi gặp nhân viên tư vấn; nó rất phổ biến”

“Những cuộc trò chuyện được bảo mật.”

