



As you saw in this module, Chapter 1 of the **Managing Your Lupus** presentation covered the basics of the immune system and lupus. You learned some tips to help initiate communication with patients and help them share more at their visits.

Use the section below to note how you would address the concerns of patients like Tiffany, Paula, and Angela.

LET'S PRACTICE

Tiffany feels overwhelmed and is scared about all of the possible symptoms that she has to be aware of. **What would you say to her to help her feel more calm and ready to take action?**



Tip: Consider using **reflective statements** to help keep communication lines open. "You have a lot to manage each day," is an example of a reflection. See **Slide 1.17** for more examples.

"I'm not even sure what to keep track of," says Paula. **How would you explain why tracking can help her manage her lupus better?**



Tip: Review **Slide 1.19** for reasons why monitoring matters. The audio track on this slide provides good examples of patient-centered language.

Angela is worried that her lupus may be causing organ damage she's not even aware of. **How would you give her the information she needs while also showing empathy?**



Tip: **Slide 1.23** has some information about the effects of lupus. Also try some of the tips on **Slide 1.24** to help get Angela talking about her concerns.