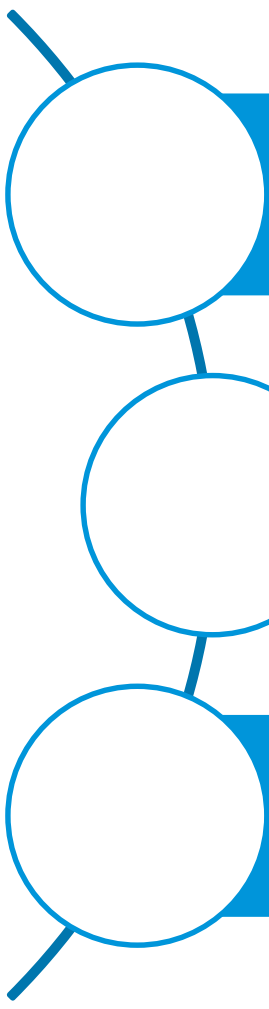




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## Talking with Older Patients About Sensitive Topics

# Learning objectives



Describe techniques to overcome communication obstacles, including those arising from the COVID-19 pandemic.

Identify practical strategies for addressing sensitive topics with older patients.

Explain the importance of discussing bladder control and sexual health with patients.



# Welcome from Blue Shield of California



**Eddy Ang, MD**  
Medical Director  
Blue Shield of California



# Introducing Dr. Koretz



**Brandon K. Koretz, MD, MBA**  
Professor of Clinical Medicine and Co-Chief,  
Division of Geriatrics at UCLA Health



**“Providers don’t ask and  
Patients don’t tell.”**

Brandon Koretz MD, MBA  
James and Carol Collins Endowed Chair  
Professor of Clinical Medicine and Co-Chief  
Division of Geriatrics, UCLA Health

# Communication Considerations

- Age Related
- Era of COVID-19
- Sensitive Topics



# Age Related Communication Considerations

# Age Related Communication Considerations

- Respect
- Rapport
- Reduce Barriers





# COVID Related Communication Considerations

# COVID Related Considerations

- E-mail
- Telemedicine



# Sensitive Topics

# Sensitive Topics

- Barriers
- Normalize Issue
- External Prompts



# Urinary Incontinence Example

- Normalization
- Permission
- Transparency



# Sexual Dysfunction Example

- Specifics
- Closed ended
- Less intimate to more intimate

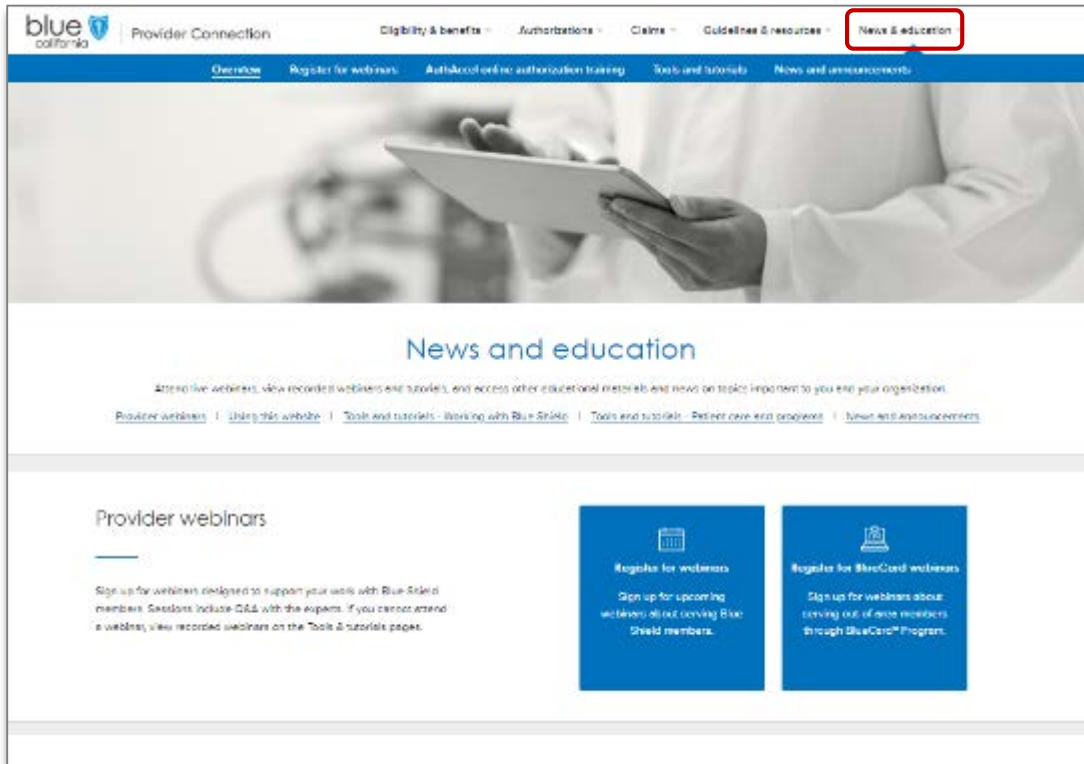


# Additional Reading

- Rye, S. (2014) *Older Patient-Doctor Communication*. Nova Science Publishers, Inc. New York
- Berry, D. (2007) *Health Communication Theory and Practice*. Open University Press. Berkshire.
- Cohen, S. *et al.* Communication between older adults and their physicians about urinary incontinence. *Journal of Gerontology: Medical Sciences*. 1999, Vol. 54A, M34-37.

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