Talking with Older Patients About Sensitive Topics
Learning objectives

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

2. Identify practical strategies for addressing sensitive topics with older patients.

3. 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


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