

Working better with Pacific patients

Using a Soālaupule framework can help connect better with Pacific families to ensure trust and facilitate good clinical outcomes.¹

Here are some points to consider:

- Don't make assumptions – the quiet patient, and no eye contact can be showing respect.
- Learning a simple Pacific greeting.
- Visual aids may help in consultations and include family members in discussions.
- Spirituality plays a large part in wellbeing.
- The concept of shame can be very real when discussing gender-based symptoms.
- The head is tapu.
- Families need to be involved in the consultation.
- Understand late presentation for medical help – fear, last resort, alternative treatment, access, transport and cost.
- Terminal illness – Pacific families prefer to care for family at home.
- Mental health is sometimes explained in terms of cultural beliefs and perceptions.

Reference:

1. [Improving Outcomes for Pacific Patients: Soālaupule](#) Goodfellow short course (2024)

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