

# Emotional Well-being Conversation Guide

developed and tested by specialist Clinical Psychologists



Guiding the way to confident living with intermittent catheterization

Moving patients towards successful adjustment with intermittent catheterization (IC).

Check if the patient **accepts** the need to catheterize and **understands** the **process of IC**



**ASK**

Ask specific, closed questions

Reassure and acknowledge emotions and ask permission to continue



On a scale of 0-10, how on-board are you with catheterizing?  
0 (not at all) - 10 (completely)

Explore and **summarize** their experience to make them **feel heard** by **acknowledging** and empathizing



**VALIDATE**

Normalize the disruption IC can cause

Ask questions to explore views of IC and check mood and well-being



Oh [name], you're not alone in this - but I know it can feel isolating

**Empower** and provide hope by offering **relevant support** and **signposting**



**EMPOWER**

Permit patients to feel difficult feelings

Relate resources to their difficulties for relevance



I hear how hard it's now; it can get better. Here's something that I think might help



Scan for additional resources and access to Convatec me+ Continence Care support or visit [qr.convatec.com/cc-meplus-hcp](https://qr.convatec.com/cc-meplus-hcp)