

## Guideline 3: Building rapport

### Summary

Establish and maintain a good working relationship with family carers



- Find out their name, relationship to the patient, and other relevant information
- Affirm the important role of the family
- Acknowledge the impact that cancer can have on the family
- Continue to recognise, listen to and respond to the family

Ensure that the patient remains the primary focus



- Avoid forming a coalition with the family carer that excludes the patient
- Include patients in discussions with the family carer