

**IAP - IJPP CME 2021****COUNSELING IN DIFFICULT SITUATIONS**

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**Abstract:** *Pediatric intensive care unit practice has remarkably changed in recent years. These units have experienced transformation in care and humanization of assistance, providing access round the clock. In the current era, the pediatric intensivist plays the role of a healthcare provider and a counsellor who apprises the family members of the prognosis of the disease to allay anxiety about the child's condition. Thus, pediatric intensive care unit-doctor must be an expert in parental counseling. Communication skills, empathy and honesty are attributes that the physician should employ during difficult situations.*

**Keywords:** *Critically ill child, Intensive care, Counseling, Anxiety, Stress.*

**Points to Remember**

- *In this era, ordering right tests and prescribing right medications alone is not sufficient. counselling about disease condition is just as important.*
- *Patient counselling is not like one-size-fits-all, every individual has a different way of reacting to unsettling news. Thus, a physician should evolve his counselling skills and use them according to the needs of his patient's family members.*
- *Good communication improves a parent's adjustment to illness, lessens anxiety and fear, increases adherence to treatment, and results in higher rate of satisfaction. Poor communication skills are associated with increased use of ineffectual treatments by the parents, higher rates of conflict between parents and doctor and less adherence to doctors' advice.*
- *A variety of communication tools and road maps can help clinicians find their way through difficult conversations.*
- *Ultimately honesty is the best policy.*

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