

Three Ways to Talk to Patients About Heart Failure Without Scaring Them

Empathy. Science. Hope

Many patients fear the term ‘heart failure.’ These 3 approaches can help communicate the condition with clarity and compassion.

❤️ **Instead of “Your heart is failing,” say:**

“Your heart is working harder than it should, and we can help it do better.”

👉 This framing reduces emotional shock and keeps the patient receptive to support.

💊 **Explain the treatments that work:**

“This medicine helps your heart pump more easily and may keep you out of the hospital.”

👉 Focusing on action and outcome helps patients feel more in control.

🤝 **Say:**

“It is normal to feel worried. You are not alone, many people live well with this.”

👉 Normalizing emotions builds trust and supports long-term adherence.

*Patient communication principles adapted from
AHA and Mayo Clinic education strategies*



Precision In Every Word