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and be deemed as incapable of making decisions. Allowing for more time in an appointment to provide information and give them ample time to process and ask questions may help in addressing this barrier. Finally, it is important to consider patients' literacy levels and how they best receive information.

It is helpful to discuss with patients how they best receive information and to understand their preferred learning modalities. Offering information in writing, video, verbally, etc. may help to meet patient needs. Written materials should always be made using plain language and have minimal medical jargon when possible and a patient's literacy levels should never be assumed.

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As per the *Infants Act*, **K K F K F K T M M U M**
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- There may also be challenges in the relationships between parents/guardians that may contribute to medical decision-making that is not in the best interest

networks. Some patients may have friends or social relationships with people in their community whom they feel comfortable bringing to appointments. Other patients may benefit from peer navigators who may have common lived experiences and are typically associated with health authorities.