**Message List for Voice Banking** - This an example list and there may well be other phrases or words specific to you that you also want to record

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| **Social**   * Hello * Good morning * It’s so good to see you * I’m Jane Smith * It’s nice to meet you * I wanted to ask you something. * See you later * Goodbye * Goodnight * It was really nice to see you * Have a great day!   **Questions**   * How are you doing? * What have you have been up to? * How was your day? * How’s it going? * When will I see you again? * How’s …….. * What have they been doing? * Have they been anywhere nice? * Have I received any emails? * How is the garden going? * What is the gossip?   **Responses and Chat Extenders**   * Okay. * Good. * Great! * Terrible! * Yes. * No. * Maybe. * Please. * Thanks. * You’re welcome. * Why? * Why not? * Really? * How was it? * What happened? * Then what happened? * I know. * I don’t know. * Right. * You’ve got to be kidding * Tell me more. * It is very important * It’s not that important * Never mind   **Communication tips cont**   * I want to tell you about something. * Let's talk another time. I need to rest.   **Information Messages**   * I use this device to talk because I have lost my ability to speak due to a medical condition. * My hearing and thinking are fine so you can speak normally to me. * Sometimes I get a little teary. * I’m fine. Just go on.   **Emotion Words/Sounds**   * Laughter * Expletive * Heavy sigh * Eh hem! (getting attention sound) * Aww! (“how cute”) * Yeah! or Uh huh! * Ohhhh (I get it now) * Kiss   **Humour**   * That was the machine talking. I take no responsibility. * That’s easy for you to say. | **Names**   * Family name (record primary ones) * Friend name (record primary ones) * Your name * Caregiver name * I need to talk to … * I am grateful for … * Can you get ….   **Common Requests**   * I need to talk to you * I need a hug * I need a kiss * I need to use the bathroom * Could I please have my glasses * I need some help * I need to be repositioned * Could you please get my * Carer. * I really need to rest a bit more * That is perfect * Stop! * That is too much.   **Affection (people, pets, teams, religion)**   * I love you * I adore you * I thank you for everything * You are wonderful * I am so proud of you * I need a kiss * I need a hug * I need some love * What a good girl/boy * Come here (Pet’s name) * Lullaby, rhyme, birthday song * Sport’s cheer * Negative sport’s comment * A Prayer or Blessing * Laughing   **Phone**   * Hi, this is …... Please call me back on ……. * Hi, It’s ……. * I’m doing okay, thanks * Hold on, I’m typing. * I just called to say Hi. How are you?   **Emergency/feeling unwell**   * Please contact (contact person) at number) and let her/him know that…….. is having an emergency. * I am having an emergency at (address). Please come immediately. * I need to go to the hospital * I am in a lot of pain * I can’t breathe well * I am very, very hot * I can’t feel my… * It hurts to pee * Move me up the bed, my back aches * I’m thirsty / sore mouth/ put lip salveon * My heels / elbows are sore - put a pillow underneath * My catheter is pulling / sore / itchy * My PEG is pulling / sore / itchy * I have pain in my… * Move me up the bed * Sit me up: more / less * Move my pillows: up / down / near to my neck / right / left * Put me on / off my side * Clean my PEG * Clean my teeth * Comb my hair * Cream my: elbows / face / heels / legs * Cut my nails * Cut my nose and ear hair * Empty my bag * I need changing * I need to go to the toilet: * I would like a wash * Scratch my head * Shave me * There is something in my mouth | **Phone cont**   * I need to make an appointment * Could you help me make a call * Hi, this is ……. Please don’t hang up. Due to a medical condition I can’t speak and I will be using a speech device to talk with you.   **Communication Controls**   * Hold on! * Please be patient. It may take me a little while to type out the message I want to say to you. * I have something to add to what we are talking about. Please give me a moment to type it out. * Wait a moment. I am not quite finished with what I have to say. * I am ready with my message now. * Thank you for your patience.   **Communication Tips**   * Excuse me. I need your attention. * Please go ahead and try to guess what I am saying. It may speed things up and saves me energy. * Please let me complete my messages without trying to guess what I will say. * Ask me Yes/No questions. It will speed things up. * Please read the screen over my shoulder if you can’t understand what I am saying. * Please do not read over my shoulder. * Let me know if you don’t understand me and need me to repeat. * Let's try that again * That reminds me of something. * This is what I think |