

EATING DISORDERS WAITING ROOM CHECKLIST

Consider each of the below, even if making a change is not possible in your circumstance or you decide none are a priority for you. Mark as reviewed any that you have considered and indicate if any actions taken.

ACTION	AIM	REASON	TIPS	DONE
Review flyers magazines and posters	To provide body-neutral or body inclusive resources in your waiting room environment.	Displaying imagery such as very thin or very muscular bodies, weight-loss ads, diet programs, gym promotions, muscle building or weight loss products can re-enforce ED thoughts and behaviours (such as restricting intake, over exercising or purging), body comparison and self-criticism.	Consider changing magazines to those with less ads and more balanced body image portrayal i.e. music, arts etc (this can be tricky, so even balancing them out a little can help by providing options). Consider taking down triggering health promotion posters and flyers that can be given directly by GPs when relevant to a patient.	Reviewed Changes made? Yes No Detail:
Review visuals and artwork	To display visuals and artwork conducive to a welcoming and calming environment which considers diverse client needs and potential triggers. Avoid people focused images where possible.	Images of people can reinforce stigma around body image, how we define happiness and wellbeing and can be alienating for those feeling anxious and depressed.	Use neutral, non-body-focused artwork such as landscapes or nature.	Reviewed Changes made? Yes No Detail:
Review your screens and radio/music	To utilise audio and visual resources that support diverse health promotion, or neutral content when viewed by a range of people who will utilize the waiting room space.	Commercial TV and radio stations often include diet/weight-loss content. Lyrics or loud music can re-enforce self-doubt and/or increase anxiety.	Choose neutral TV and health promotion options that are evidence based and validating (i.e. promote help seeking for disordered eating). Choose calm, lyric-free music. Avoid loud and agitating music or advertisements. Avoid commercial TV and radio channels. Check health promotion channels for weight loss and exercise messaging.	Reviewed Changes made? Yes No Detail:

ACTION	AIM	REASON	TIPS	DONE
Review seating arrangements and environment	Provide a variety of seating arrangements suitable for people of all body sizes. Consider sensory aids and calming spaces.	Patients will come in all body sizes and can be made comfortable. Some patients may be feeling judged by others and a quiet corner, or a little space can make the difference between being able to stay and wait for their appointment, versus feeling too overwhelmed and prematurely leaving the premises.	Church pew type stools & pillows, or double-seat options allow all sizes and numbers of people to sit together. Allow different distances and spacing as available. Sensory aids and calm environment can reduce anxiety during wait periods.	Reviewed Changes made? Yes No Detail:
Review process for communicating wait times	Communicate expected wait times clearly.	Reduces anxiety and prevents patients from feeling the urge to leave. Patients may also be managing a strict meal plan and may feel uncomfortable eating in front of others. Knowing wait times provides a chance to plan and control food intake.	Always provide a verbal update on arrival (Your GP is approx. 10mins late, or there is one person before you etc) or use a check-in system that provides this information on arrival. Provide a verbal update if GP is running late or wait times change.	Reviewed Changes made? Yes No Detail:
Provide training to reception staff	Provide education to reception staff about eating disorders, to support communication approaches that are helpful to people with eating disorders and support their engagement with treatment. Stigma often arises from a lack of knowledge and the resulting misconceptions or fears about a condition or group.	Appearance related comments can be harmful or triggering. Comments such as 'wow, you look good', can be well meaning, but may be experienced by someone with an eating disorder negatively. Overhearing discussions on weight loss, diets or watching others eat can be distressing to someone with an eating disorder.	Use welcoming, respectful, non-judgmental communication. Use 'Good to see you' instead of 'You look well'. Avoid eating at the front desk. Avoid weight, diet, or body-image conversations among staff in the waiting room.	Reviewed Changes made? Yes No Detail:

RESOURCES

For reception staff training



Eating Disorders for Practice Staff
(1 hr eLearning)

<https://ioi.org.au/eLearning-WaitingRoom>



Weight Stigma factsheet
(NEDC)

<https://ioi.org.au/NEDC-factsheet-waitingroom>



Eating Disorder Safe Principles
for Frontline Workers
(NEDC - practical exercises)

<https://ioi.org.au/NEDC-principles-waitingroom>

For patients / GPs to refer their patients



InsideOut eClinic
(Free, proven self-help tools and programs
for food and body image concerns)

<https://ioi.org.au/eClinic-WaitingRoom>



Free, personalised eating disorder clinical
trials by AEDRTC

<https://ioi.org.au/SigStudies-waitingroom>

For GPs



InsideOut GP Hub
(A digital suite of tools designed for GPs use at
point of care for people with eating disorders)

<https://ioi.org.au/GPHub-WaitingRoom>