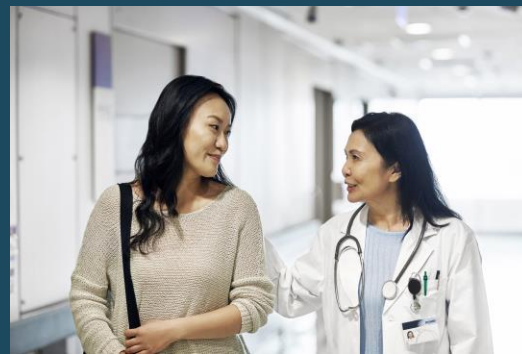


Pocket Guide to Patient Communication



Patient Interaction

Key Phrases

Beginning the Encounter

- Brief small talk; focus on the person
- Observe nonverbal communication
- Make eye contact

- “Hi, I am Dr. [X]. How would you like to be addressed?”
- “It is nice to meet you.”
- “Who do you have with you today?”

Establishing the Agenda

- Actively listen
- Gather a list of concerns
- If appropriate, ask the companion(s) for their concerns too

- “How can I help you today?”
- “Is there something else?”
- “Why don't we have you see a specialist to address your concerns regarding ____.”

Collecting the History

- Ask open-ended questions
- Use reflective statements
- Nod to confirm understanding

- “Tell me more about...”
- “What else have you noticed?”
- “In reviewing your history, I noticed...”
- “It seems like that would be frustrating.”

Explanation

- Use the teach-back method

- “What is your biggest concern?”
- “I know we just went over a lot of information, so if you wouldn't mind, can you tell me what the next steps are, so I know I didn't miss anything?”

Ending the Encounter

- Visit summary
- Ask, “Is there anything else I may do for you before I go?”

- “Are you comfortable with this plan?”
- “What questions do you have?”
- “Thank you so much for coming to see me today.”