

Standards for Patient/Provider Communication

Overall Expectation: BE FULLY PRESENT

Pre-interaction (visit)

1. Know the history. Have a working knowledge of the course of care.
2. Frame your interaction based on your goal.
3. Know if there are communication barriers: language, culture, etc..

During interactions (seeing the patient)

1. Knock before entering the room and wait for an answer.
2. Introduce self to patient and others in the room and explain your role. (*optional: provide business card*)
3. Don't be afraid to have conversation outside the scope of patient illness.
4. Identify personal interest as a way to develop a relationship with the patient.
5. Make some comment that lets the patient know you reviewed their status, i.e., "My partner told me that you had increased pain last night; I reviewed your chart, the nurse informs me, etc."
6. Update "white board" with your name.
7. Use the patients name when talking to them.
8. Smile – look like you enjoy what you do.
9. Watch your body language – whenever possible, sit down to talk; look the patient in the eye; minimize foot-tapping, watch glancing and door handle grasping.
10. Don't let technology interfere with the patient relationship. Be aware of the pitfall when dealing with the patient and technology at this same time.
11. Wash hands before and after examining the patient.
12. Communicate in terms the patient and family will understand. Ask if they understand what you have just told them using the question "What can I explain better?"

Ending interaction (exiting)

1. Communicate with the patient/family the plan of care (next steps) including:
 - a. Tests being planned and when the results will be available
 - b. Anticipated discharge date
 - c. What physician will be covering
 - d. When you will visit again, what is your usual rounding time.
2. Ask the patient or family if we have addressed all of their concerns or is there anything else they would like to talk about? "What other questions can I answer for you?" Followed by "Is there anything else you need?"
3. Use the White Board!

Post interaction (follow up)

1. Follow up on what you said you would do. Keep your word!
2. Randomly drop in on your patients.
3. Think of the patient you want to see least and see them first.