

UMHS ESSENTIALS OF COMMUNICATION

DATE: _____ CLINIC or SERVICE: _____

RESICENT: _____ OBSERVER: _____

Build a Relationship

Greets and shows interest in patient as a person

Uses words that show care and concern throughout the interview

Uses tone, pace, eye contact, and posture that show care and concern

Open the Discussion

Allows patient to complete opening statement without interruption

Asks, "is there anything else" to elicit full set of concerns

Explains and/or negotiates an agenda for the visit

Gather Information

Begins with patient narrative using open ended questions ("tell me about ...")

Clarifies details as necessary with more specific or "yes/no" questions

Summarizes and gives patient opportunity to correct or add information

Transitions effectively to additional questions (database, screening)

Understand the Patient's Perspective

Asks about life events, circumstances, other people that might affect health

Elicits patient's beliefs, concerns, and expectations about illness and treatment

Responds explicitly to patient statements about ideas, feelings, and values

Share Information

Assesses patient's understanding of problem and desire for more information

Explains using words that are easy for patient to understand

Checks for mutual understanding of treatment plan

Asks if patient has any questions

Reach Agreement (IF new/changed plan)

Includes patient in choices and decisions, to the extent they desire

Asks about patient's ability to follow treatment plans

Identifies additional resources as appropriate

Provide Closure

Ask if the patient has questions or concerns for next time

Summarizes./ asks patient to summarize plans till next visit

Clarifies follow-up or contact arrangements

Done well	Needs improvement	Not done	Not applicable
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Comments: _____