Suggested Strategies to Improve Communication Between Providers and Patients During the Office Visit

Excerpted from a presentation by Leana Wen, M.D. M.Sc.

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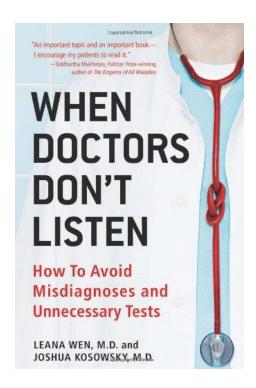
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When Doctors Don't Listen: How to Avoid Misdiagnoses and Unnecessary Tests

St. Martin's Press, January 2013

<u>http://www.amazon.com/When-Doctors-Dont-Listen-</u>
Misdiagnoses/dp/0312594917/ref=cm_cr_pr_product_top.



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Providers

<u>- 6.6.6.5.</u>	<u> </u>	
#1. Establish an active partnership		
Set expectations	Set expectations	
	 Be transparent 	
Partner in your decision-making	Involve patients in decision-making	
Ask to share in the thought process	Explain your thought process	

Patients

#2. Focus on the diagnosis		
Know why it is important	Explain why it is important	
Ask for:	Provide every patient with:	
 Most likely diagnosis 	 Working diagnosis 	
 Other possibilities 	 Differential diagnosis 	
Assure your doctor it's OK not to be	It' OK not to be 100% sure	
100% sure		

#3. Listen		
	Tell a good story	Really listen
	 Story, not symptoms 	– "No questions asked"
	 Begin at the beginning 	"With our whole being"
	 Use your own voice 	 Beyond the chief complaint
		 Will save time
	Come prepared E	ncourage preparation
	 Write it down 	
	 Practice 	
	 Bring an advocate 	

#4. Understand every test ordered		
Ask about diagnosis before tests are	Explain diagnosis	
done		
Understand why a test is being	Ask yourself, for every test	
ordered	 How will it change 	
What is it looking for?	management?	
What are the risks?	Do I need it?	
What are the alternatives?	How do I explain risks/benefits?	
What happens if neg?		

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