

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

Excerpted from a presentation by

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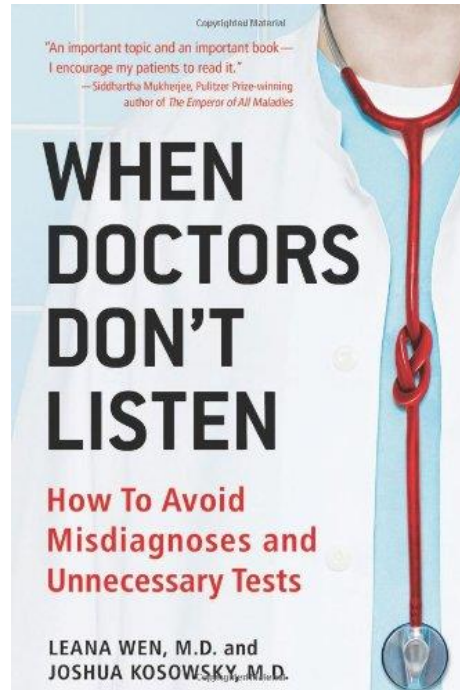
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When Doctors Don't Listen: How to Avoid Misdiagnoses and Unnecessary Tests

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



Suggested strategies to improve communication between providers and patients during the office visit

<u>Patients</u>	<u>Providers</u>
<u>#1. Establish an active partnership</u>	
Set expectations	Set expectations <ul style="list-style-type: none"> - Be transparent
Partner in your decision-making	Involve patients in decision-making
Ask to share in the thought process	Explain your thought process
<u>#2. Focus on the diagnosis</u>	
Know why it is important	Explain why it is important
Ask for: <ul style="list-style-type: none"> - Most likely diagnosis - Other possibilities 	Provide every patient with: <ul style="list-style-type: none"> - Working diagnosis - Differential diagnosis
Assure your doctor it's OK not to be 100% sure	It' OK not to be 100% sure
<u>#3. Listen</u>	
Tell a good story <ul style="list-style-type: none"> - Story, not symptoms - Begin at the beginning - Use your own voice 	Really listen <ul style="list-style-type: none"> - "No questions asked" - "With our whole being" - Beyond the chief complaint - Will save time
Come prepared <ul style="list-style-type: none"> - Write it down - Practice - Bring an advocate 	Encourage preparation
<u>#4. Understand every test ordered</u>	
Ask about diagnosis before tests are done	Explain diagnosis
Understand why a test is being ordered <ul style="list-style-type: none"> - What is it looking for? - What are the risks? - What are the alternatives? - What happens if neg? 	Ask yourself, for every test <ul style="list-style-type: none"> - How will it change management? - Do I need it? - How do I explain risks/benefits?

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