

Communication Strategies with Patients

- Introduction to Patient
 - Name
 - Role: Student doctor
 - Team: You are working with Dr. ___ & report back to team
- Nonverbal Communication
 - Maintain appropriate eye contact.
 - Sit when talking to patient (be at eye level with patient)
 - Consider body posture
- Listen Actively
 - Be fully engaged with patient.
 - Listen without distractions
- Questions
 - Ask questions to understand & clarify patient's health concerns.
 - Do not use medical jargon
- Wait time
 - Give patient sufficient time to answer one question before asking another
- Concern/Empathy
 - Demonstrate interest in the patient as an individual.
 - Respond to patient's emotional needs.
- Organization
 - Be prepared for the interview.
 - Be sequential when obtaining medical information during the interview
- Gather info
 - Create a comprehensive list of patient's concerns.
 - Prioritize patient's concerns when necessary.
- Closure
 - Summarize patient's concerns.
 - Ask patient if there any additional questions/concerns.



Patient History

History of Present Illness

The goal is to understand why the patient is presenting to the clinician. Allow the patient to explain their main concern in their own words first and then ask follow up questions. Use mnemonics OLD CART or OPQRST-A as guides.

OLD CARTS

- Onset
- Location
- Duration
- Characteristics
- Aggravating & Alleviating factors
- Radiating factors
- Relieving factors
- Timing
- Severity

OPQRST-A

- Onset
- Provokes/Palliates
- Quality
- Region/Radiating
- Severity
- Time Course
- Associated Symptoms

Review of Systems

The ROS aims to uncover symptoms, dysfunction, and disease within the 14 organ systems of the human body.

Past Med History

Allergies

Past Hospitalizations

Obstetrics History*

Past Surgical History

Family History

Medications

Social History

*If appropriate.

Source: Goldberg, C. (2018). Practical guide to clinical medicine. UC San Diego's Practical Guide to Clinical Medicine. Retrieved January 26, 2023, from <https://meded.ucsd.edu/clinicalmed/introduction.html>