**ICME**

**Clinician Communication Checklist**

*As you observe the communication between the practitioner from your discipline and the patient, evaluate the interaction using the following checklist:*

|  |  |  |
| --- | --- | --- |
| **The practitioner in the video:** | Yes | No |
| Established comfortable setting free from interruptions |  |  |
| Introduced self and reason for interaction |  |  |
| Positioned self in a manner that reflected engagement with the patient |  |  |
| Verified patient knowledge about condition and/or instructions |  |  |
| Used active listening techniques (i.e., echoing, rephrasing, validation, nodding, encouraging patient to say more, asking open ended questions, mirroring) |  |  |
| Acknowledged emotions |  |  |
| Used touch appropriately |  |  |
| Reflected empathy in facial expressions and verbal responses |  |  |
| Allowed silence as appropriate |  |  |
| Maintained patient-centered focus |  |  |
| Encouraged and responded to questions |  |  |
| Ended interaction with plan for moving forward |  |  |
| Maintained unrushed tempo |  |  |

How might communication between the practitioner and the patient have been improved?

What would you have done differently?