**Communication Self-Assessment**

**Directions:** After a patient encounter, rate your level of agreement to the statements in the table. Your self-assessment is subjective, but it allows you to examine your oral communication with patients honestly. After completing the assessment, think about how you could improve.

|  |  |  |  |
| --- | --- | --- | --- |
|  | **Disagree** | **Neutral** | **Agree** |
| I greeted the patient with a kind, welcoming attitude. |  |  |  |
| I maintained appropriate eye contact while speaking with the patient. |  |  |  |
| I listened without interrupting |  |  |  |
| I encouraged the patient to voice his or her concerns throughout the visit. |  |  |  |
| I spoke clearly and at a moderate pace. |  |  |  |
| I used non-medical language. |  |  |  |
| I limited the discussion to fewer than 5 key points or topics. |  |  |  |
| I gave specific, concrete explanations and instructions. |  |  |  |
| I repeated key points. |  |  |  |
| I used graphics such as a picture, diagram, or model to help explain something to my patient (if applicable). |  |  |  |
| I asked the patient what questions he or she had. |  |  |  |
| I checked that the patient understood the information I gave him or her. |  |  |  |

What areas can you improve on? What strategies can you use to improve them?

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