

COMMUNICATION

CHECKLIST #2

EFFECTIVE COMMUNICATION WITH PATIENTS

Effective communication is the cornerstone of the dentist-patient relationship. Patients’ perceptions of the dentist’s communication skills may impact patient satisfaction as well as the potential for allegations of malpractice. The following are utilized to promote open communication and enhance our ability to reach an accurate diagnosis and develop an appropriate plan of care.

	YES	NO
1. Active listening techniques are used, and patients are allowed sufficient time to voice their concerns.	<input type="checkbox"/>	<input type="checkbox"/>
2. Dentists sit at the level of the patient and maintain eye contact.	<input type="checkbox"/>	<input type="checkbox"/>
3. The patient’s literacy level is assessed. This may be as simple as asking what is the highest grade level the patient attained.	<input type="checkbox"/>	<input type="checkbox"/>
4. Lay terminology is used when communicating with patients and their families.	<input type="checkbox"/>	<input type="checkbox"/>
5. Procedures are in place for communicating with patients who are hearing impaired, deaf, or have limited English proficiency.	<input type="checkbox"/>	<input type="checkbox"/>
6. The teach-back method is used when providing patients with instructions and information. This technique requires that patients repeat the information presented in their own words. The teach-back method is particularly useful in assessing patients’ understanding of: <ul style="list-style-type: none"> • Informed consent discussions • Medication instructions including side effects and adverse reactions • Procedure preparation • Follow-up instructions If the patient is unable to convey the information, it is restated in simpler terms, perhaps utilizing pictures and/or drawings.	<input type="checkbox"/>	<input type="checkbox"/>
7. Educational tools and consent forms have been evaluated to determine the grade level at which they are written. This allows written materials to be given that are understandable to the majority of our patient population.	<input type="checkbox"/>	<input type="checkbox"/>
8. At the conclusion of each patient encounter, the patient/family are asked if they have any questions or concerns that have not been addressed.	<input type="checkbox"/>	<input type="checkbox"/>



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EFFECTIVE COMMUNICATION WITH PATIENTS (continued)

YES

NO

9. Record documentation reflects all aspects of patient interactions and comprehension. This demonstrates the effectiveness of our communication skills and promotes patient satisfaction.	<input type="checkbox"/>	<input type="checkbox"/>
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