

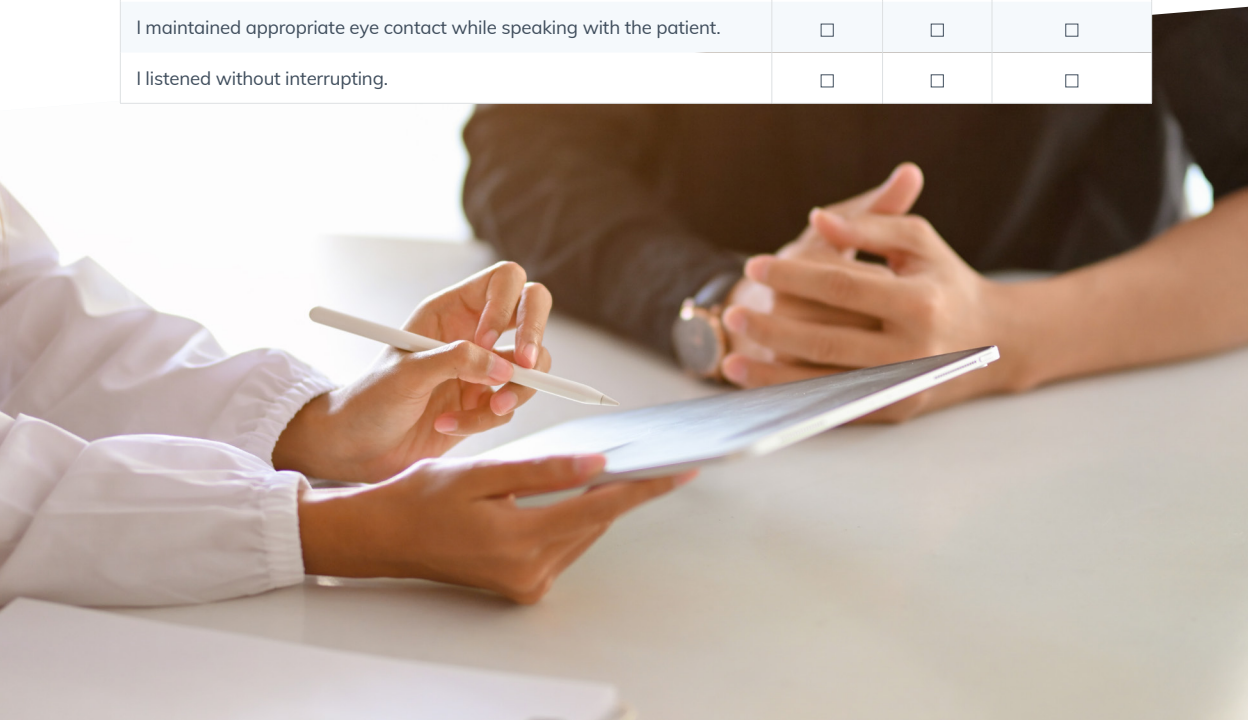
# Healthcare provider communication: Self-assessment form

Date: \_\_\_\_\_ Provider name: \_\_\_\_\_

After a patient encounter, rate your level of agreement with the statements below. This is a subjective assessment; however, it will allow you to examine your communication skills. After completing the assessment, think about how you could improve your communication skills. ([Brega et al., 2015](#))

Linguistic preferences	Yes	No	Not applicable
I asked the patient what language they preferred to speak and read.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I used an “ <a href="#">I speak</a> ” card to identify the patient’s spoken language.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I noted their linguistic preferences in their medical record for future reference.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Non-verbal communication	Yes	No	Not applicable
I greeted the patient with a kind, welcoming attitude.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I maintained appropriate eye contact while speaking with the patient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I listened without interrupting.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>



Verbal communication	Yes	No	Not applicable
I spoke clearly and at a moderate pace.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I used everyday, non-medical language.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Whenever I used medical terminology, I explained the word using everyday, non-medical language.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I limited the discussion to three key points or topics.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I gave specific, concrete explanations and instructions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I repeated the key points.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I used pictures or diagrams to help explain something to my patient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Questions asking	Yes	No	Not applicable
I encouraged the patient to voice their questions throughout the visit.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I asked the patient <b>what</b> questions they had.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I used open-ended questions.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I answered all the patient's questions clearly.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Educational materials	Yes	No	Not applicable
I provided educational materials in the patient's preferred language.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I reviewed the educational materials with the patient.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I circled or highlighted relevant and essential information on the provided educational material.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I followed up with the patient regarding the educational materials provided during the previous appointment.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The teach-back method	Yes	No	Not applicable
I took responsibility for making sure I was clear.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I used the teach-back method to confirm the patient understood the information provided.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I documented the use of teach-back and the patient's responses in their medical record.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

#### Additional notes and comments

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## Reference

1. Brega, A., Barnard, J., Mabachi, N., Weiss, B., DeWalt, D., Brach, C., Cifuentes, M., Albright, K., & West, D. (2015, February). Health Literacy Universal Precautions Toolkit, 2nd Edition. AHRQ. <https://www.ahrq.gov/health-literacy/improve/precautions/toolkit.html>



For more educational content and resources: [www.fullscript.com/learn](https://www.fullscript.com/learn)



This handout was developed and medically reviewed by Fullscript's Integrative Medical Advisory team.

\*These statements have not been evaluated by the Food and Drug Administration. This information is not intended to diagnose, treat, cure, or prevent any disease.

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