

Healthcare provider communication: Peer feedback form

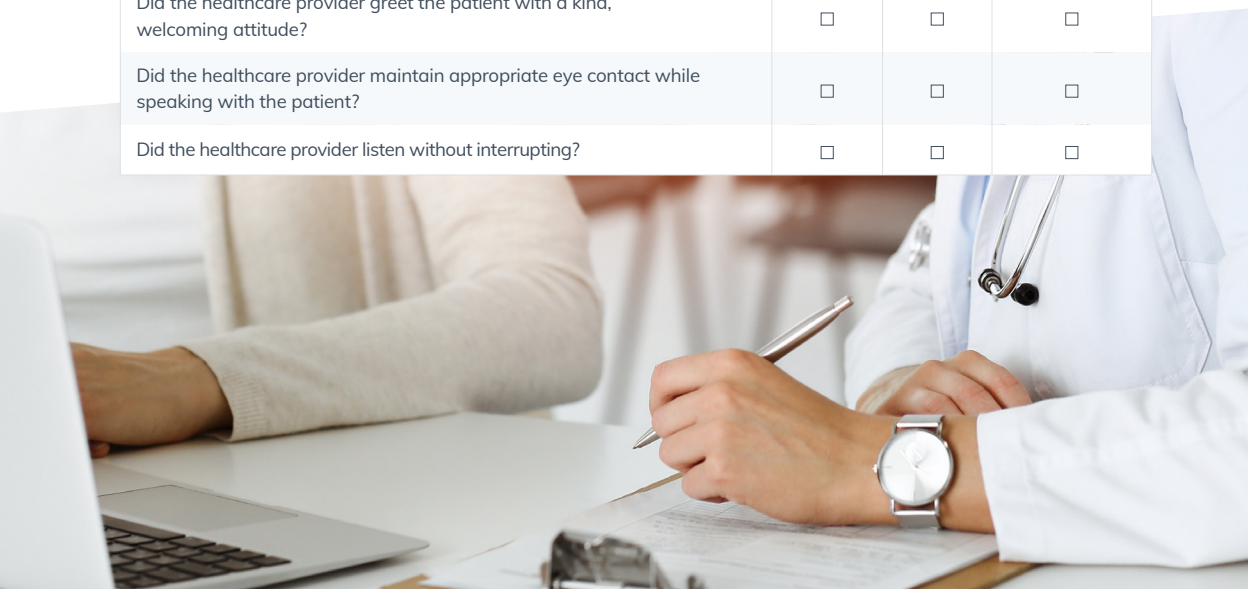
Date: _____

Reviewer name: _____ Provider name: _____

Observe the interaction between the patient and the healthcare provider. Answer the following questions about the quality of the communication you observe. Feel free to write notes to help healthcare provider improve their communication skills. ([Brega et al., 2015](#))

Linguistic preferences	Yes	No	Not applicable
Did the healthcare provider ask the patient what language they prefer to speak and read?	☐	☐	☐
Did the healthcare provider use an " I speak " card to identify the patient's spoken language?	☐	☐	☐
Did the healthcare provider note the patient's linguistic preferences in their medical record for future reference?	☐	☐	☐

Non-verbal communication	Yes	No	Not applicable
Did the healthcare provider greet the patient with a kind, welcoming attitude?	☐	☐	☐
Did the healthcare provider maintain appropriate eye contact while speaking with the patient?	☐	☐	☐
Did the healthcare provider listen without interrupting?	☐	☐	☐



Verbal communication	Yes	No	Not applicable
Did the healthcare provider speak clearly and at a moderate pace?	☐	☐	☐
Did the healthcare provider use everyday, non-medical language?	☐	☐	☐
Did the healthcare provider explain medical terminology using everyday, non-medical language?	☐	☐	☐
Did the healthcare provider limit the discussion to three key points or topics?	☐	☐	☐
Did the healthcare provider give specific, concrete explanations and instructions?	☐	☐	☐
Did the healthcare provider repeat the key points?	☐	☐	☐
Did the healthcare provider use pictures or diagrams to help explain something to the patient?	☐	☐	☐

Questions asking	Yes	No	Not applicable
Did the healthcare provider encourage the patient to voice their questions throughout the visit?	☐	☐	☐
Did the healthcare provider ask the patient what questions they had?	☐	☐	☐
Did the healthcare provider use open-ended questions?	☐	☐	☐
Did the healthcare provider answer all the patient's questions?	☐	☐	☐

Educational materials	Yes	No	Not applicable
Did the healthcare provider provide educational materials in the patient's preferred language?	☐	☐	☐
Did the healthcare provider review the educational materials with the patient?	☐	☐	☐
Did the healthcare provider circle or highlight relevant and essential information on the educational material?	☐	☐	☐
Did the healthcare provider follow up with the patient regarding the educational materials provided during the previous appointment?	☐	☐	☐



The teach-back method	Yes	No	Not applicable
Did the healthcare provider take responsibility for making sure they were clear?	☐	☐	☐
Did the healthcare provider use the teach-back method to confirm understanding?	☐	☐	☐
Did the healthcare provider document the use of teach-back and the patient's response in the medical record?	☐	☐	☐

Additional notes and comments

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>



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

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