

Patient-Resident Communication Assessment Tool

Demographics:

Gender: Male Female

Age: _____

Marital Status: Single Married Divorced Widowed

Highest Education Level:

Which specialty/service line is the resident in: _____

How many times did you interact with the resident: _____

On average how long did each interaction last for: _____

If admitted, how many days have you been in the hospital for: _____

Communication with patients is an integral part of the delivery of medical care. We would like to know how you feel about the way the doctor communicated with you.

1 = Poor, 2 = Fair, 3 = Good, 4 = Very Good, 5 = Excellent

- | | |
|--|-------------------|
| 1. Greeted me in a way that made me feel comfortable | 1 2 3 4 5 |
| 2. Treated me with respect | 1 2 3 4 5 |
| 3. Showed interest in my ideas about my health | 1 2 3 4 5 |
| 4. Understood my main health concerns | 1 2 3 4 5 |
| 5. Paid attention to me (looked at me, listened carefully) | 1 2 3 4 5 |
| 6. Let me talk without interruption | 1 2 3 4 5 |
| 7. Gave me as much information as I wanted | 1 2 3 4 5 |
| 8. Talked in terms I could understand | 1 2 3 4 5 |
| 9. Checked to be sure I understood everything | 1 2 3 4 5 |
| 10. Encouraged me to ask questions | 1 2 3 4 5 |
| 11. Involved me in decisions as much as I wanted | 1 2 3 4 5 |

12. Discussed next steps, including any follow-up plans	1	2	3	4	5
13. Showed care and concern	1	2	3	4	5
14. Spent the right amount of time with me	1	2	3	4	5
<u>The Doctor's Staff</u>					
15. Treated me with respect	1	2	3	4	5