**Electronic Health Record Communication Feedback**

Student name: Date:

*General Communication skills:*

\_\_\_\_\_ 1. Introduced self to the patient

\_\_\_\_\_ 2. Used words and terms understandable to the patient

\_\_\_\_\_ 3. Initially asked open ended questions.

\_\_\_\_\_ 4. Allowed patient time to answer questions (does not interrupt for more questions or comments)

\_\_\_\_\_ 5. Asked questions in a nonjudgmental manner.

\_\_\_\_ 6. Summarized patient history (this can be done while typing the history into the EHR).

\_\_\_\_\_ 7. Showed listening body language (e.g. forward leaning, eye contact, sitting down)

\_\_\_\_\_ 8. Appeared poised, professional, and confident – even if frustrated by EHR use.

\_\_\_\_\_ 9. Clearly communicated to patient the next step in patient care.

*EHR Communication skills:*

\_\_\_\_ 10. Established rapport BEFORE turning to the computer (this can be brief)\*.

\_\_\_\_ 11. Acknowledged/Introduced the need to use the computer during the visit\*.

\_\_\_\_ 12. Moved the computer/patient to facilitate communication while using the EHR\*. (Constructed a triangle between doctor/patient/computer or moved the computer/patient so they could maintain eye contact).

\_\_\_\_ 13. Maintained eye contact intermittently with the patient despite using the EHR.

\_\_\_\_ 14. Seemed supportive and concerned despite EHR use – stopped typing/looking at the computer and looks at the patient when the patient mentions being worried about something more serious.

\_\_\_\_ 15. Explained what they were doing in the EHR when or before typing/looking in the computer (e.g.: ‘I am reviewing your list of medications’, or ‘I am going to type while you talk’)

\_\_\_\_ 16. Visually or verbally shared EHR information - included the patient in their computer work\*(e.g.: invited patient to look, adjusted the screen for the patient to see, or “I see here that you have an allergy”)

\_\_\_\_ 17. Visually or verbally shared EHR test results with the patient (shared the positive urine lab report result).

*EHR data gathering skills:*

\_\_\_\_ 18. Reviewed EHR Problems list with the patient

\_\_\_\_ 19. Reviewed EHR Medication list with the patient

\_\_\_\_ 20. Reviewed EHR Past medical history with the patient

\_\_\_\_ 21. Reviews overdue Health Maintenance items

\_\_\_\_ 22. Reviewed Social history

\_\_\_\_ 23. Reviewed pertinent Labs

Comments for the student:

**Follow-up:**  Would any further learning activities be helpful to this student? Yes/No. Specific skills to address:

**OVERALL EVALUATION (circle below):** *For Feedback**Only Students are not graded on these stations*

**1 2 3 4 5 6 7 8 9 10**

Extreme serious significant below minimal met minimum

deficiencies deficiencies deficiencies expectations expectations fair good strong superior outstanding

Faculty Observer: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

\*Derived from Morrow JB. Et al. First Year Medical Students Can Demonstrate EHR-specific communications skills. Family Medicine. Jan 2009. pp 28-33