## HVC Communication Performance Checklist

<table>
<thead>
<tr>
<th>Description</th>
<th>Not done</th>
<th>Partially</th>
<th>Completely</th>
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<tbody>
<tr>
<td>Patient greeted in a manner that is personal and warm.</td>
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<tr>
<td><strong>Tells/Gives a diagnosis and plan</strong></td>
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<td>Information stated clearly with little or no use of jargon.*</td>
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<td><strong>Pauses</strong> after giving information with intent of allowing the patient to react absorb it.*</td>
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<td>Respectfully explores patients feelings by identifying or labeling them.*</td>
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<tr>
<td>Respectfully <strong>explores</strong> the patient's underlying interests/concerns (i.e. why do they want this test?)</td>
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<tr>
<td>Respectfully <strong>summarizes</strong> what they've heard: &quot;An MRI might help you...&quot;.</td>
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<td><strong>Responds</strong> to patient's expressed emotion with a statement of understanding</td>
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<td>Clearly/fully <strong>explains the rationale behind NOT doing tests</strong> (e.g., doing the test may cause harm).*</td>
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<td>Explanation makes sense and is congruent with what has happened in this visit, and would likely be reassuring/acceptable to most patients.*</td>
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<td>Seeks a mutually acceptable solution (e.g. &quot;No MRI now, but reconsider this if pain is significantly worsening, or not improved in 4 weeks.)</td>
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<td>Asks the patient if they can agree to the suggested plan?</td>
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<td>Encourages and asks for additional questions from the patient.*</td>
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<td>Effectively tests for patient's comprehension.*</td>
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* From the Four Habits model