

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

* From the Four Habits model