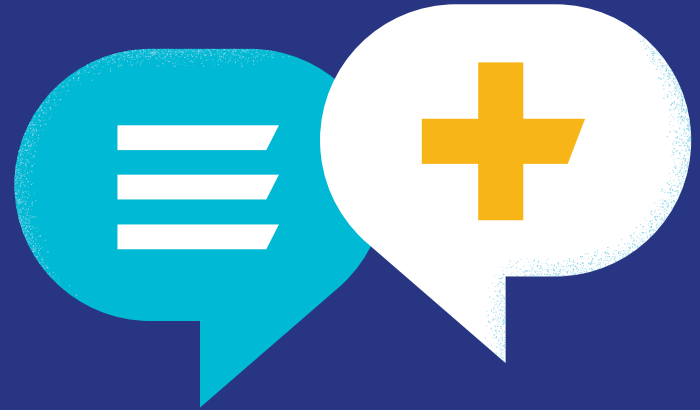




Patient experience tips and best practices



Doctor-patient conversations

Discussing clinical indicators of health with your patients can help you understand their perception of their health and their goals while also building trust to improve their overall well-being.

Patient experience survey question	Pre-visit tip	During the visit tip	Close of visit tip*
Did your doctor or other health provider talk to you about how to prevent falls or treat problems with balance or walking?	Ask all patients to complete a fall assessment in person or prior to their visit.	Ask all patients, regardless of their recent fall history, if they are having difficulty with balance. Display posters and treatment cards and use the checklist to discuss balance, falls and treatment options.	Summarize the discussion and make your recommendations for treatment options clear. These may include using a cane/walker, doing an exercise or physical therapy program or suggesting vision or hearing tests.
Did your doctor or other health provider talk to you about ways to better control leaking of urine?	Ask all patients to complete a bladder control assessment in person or prior to their visit.	Ask all patients if they are having difficulty with urine leakage. Display posters and treatment cards and use the checklist to discuss bladder control, urine leakage and treatment options.	Summarize the discussion and make your recommendations for treatment options clear. These may include bladder training exercises, medication and/or surgery.
During your visit, did your doctor or other health provider advise you to start, increase or maintain your exercise level?	Ask patients to describe their current exercise routine prior to their visit by filling out a form on the patient portal in advance.	Talk to patients about their current exercise routine. Use the wording “start, increase or maintain exercise level” to help with patient recall.	Summarize the discussion and make your recommendations for starting, increasing or maintaining exercise clear.

*Consider using the teach-back method at close of visit by checking the patient’s understanding of what was discussed. This best practice involves asking the patient to state in their own words what they need to know or do about their health going forward. This also gives the patient an opportunity to ask questions and better understand their health.¹

¹ Frampton, S. B., S. Guastello, L. Hoy, M. Naylor, S. Sheridan, and M. Johnston-Fleece. 2017. Harnessing Evidence and Experience to Change Culture: A Guiding Framework for Patient and Family Engaged Care. NAM Perspectives. Discussion Paper, National Academy of Medicine, Washington, DC. <https://doi.org/10.31478/201701f>