





# Chapter 5 / Growth Opportunity: Your Exam Communication

Believe it or not the exam can sometimes cause angst for both sides of the relationship so taking a proactive approach to clear communication before, during and after can greatly improve the experience and the value of the exam.

## Navigating the Exam

<div></div> <div><b>CUSTOMIZE YOUR EXAM EXPERIENCE</b> Gain comfort in advocating for yourself by considering these questions and comments</div>			<b>EXPECTATIONS</b> Provide your HCP what you anticipate in regard to the exam
Before	During	After	Notes
<div><div>1. Inform your HCP of any special or individual needs.</div><div>2. Do you know the 5 W's of your exam?</div><div>3. Are you comfortable?</div><div>4. Have you asked all your questions?</div></div> <div><div>"Quite Nervous?"</div><div></div></div>	<div><div>1. Are any questions coming up for you during the exam?</div><div>2. Are you experiencing any symptoms right now?</div><div>3. Are you in discomfort?</div><div>4. Press Pause, if needed.</div></div> <div><div>"This is not so bad"</div><div></div></div>	<div><div>1. Are you comfortable?</div><div>2. Ask if any concerns arise based on the exam?</div><div>3. Are you concerned that a part of the exam was not completed?</div><div>4. Ask what is next?</div></div> <div><div>"Relief. It's over"</div><div></div></div>	<div><div></div><div></div></div> <div><div>"What's Next?"</div><div></div></div>
<div><div></div><div><b>Recommendations</b> Do you have suggestions or feedback about your experience?</div></div>			

# Navigating the Exam

 <b>OPTIMIZE THE EXAM EXPERIENCE</b> Improve comfort, clarity and participation by proactively consider these steps.			<b>EXPECTATIONS</b> Provide anticipatory guidance about the exam
Before	During	After	Notes
1. Check for any special or individual needs. 2. Have your provided the 5 W's of the exam? 3. Check level of comfort. 4. Clarify next steps and encourage questions.  <div>"Are you Nervous?"</div>	1. Adapt the exam as needed. 2. Narrate what you are doing during exam. 3. Provide feedback about findings to help clarify, especially if repeating examination components to confirm findings. 4. Solicit feedback & observe for nonverbal feedback.  <div>"Are you doing ok?"</div>	1. Check on comfort. 2. Ask for questions or concerns? 3. Summarize what your exam found and how it informs on the care pathway 4. Provide details on what the next steps are.  <div>"You did great."</div>	
<div>  <b>Recommendations</b>            Ask for suggestions or feedback about the patient's experience?         </div>			