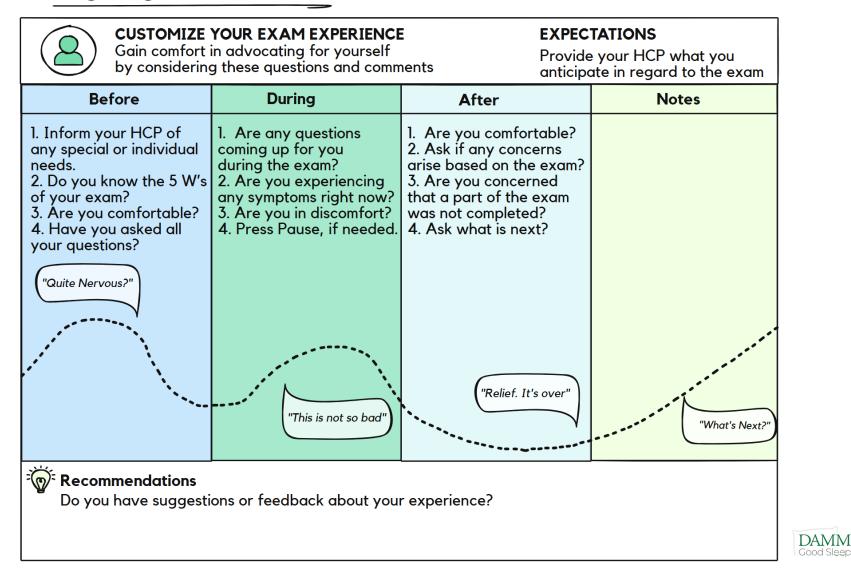
Chapter 5 / Growth Opportunity: Your Exam Communication

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



Navigating the Exam



OPTIMIZE THE EXAM EXPERIENCE

Improve comfort, clarity and participation by proactively consider these steps.

EXPECTATIONS

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. "Are you Nervous?"	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. "Are you doing ok?"	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. "You did great."	"Let's Discuss What's Next?"
Recommendations Ask for suggestions or feedback about the patient's experience?			



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