

## E

Eye Contact

Introduce yourself.

Make meaningful eye contact by noticing and telling yourself the eye color of your patient.

Use patients' names frequently during each visit.

## M

Muscles of Facial Expression

Notice the patient's facial expressions.

Don't miss the inverted "U" as it indicates grief or agony.

## P

Posture

Sit down with patient.

Place no barrier between you and the patient.

Lean forward to fully engage.

## A

Affect

Notice the patient's affect and attend to it.

If the affect is sad, flat or angry, for example, ask how the patient is feeling.

## T

Tone of Voice

Notice the patient's volume, pace and tone of voice.

## H

Hearing

Be sure you are hearing the 'whole' patient.

Elicit the patient's chief concerns, not just chief complaint.

## Y

Your Response

"Take a Moment" before entering a patient's room, to center yourself on the patient. Make a habit of doing this as you are washing your hands.

Show respect.

Don't act as if you're in a rush.

Be clear about instructions with "teach – back."

When feeling attacked by a patient, DON'T get DEFENSIVE! Seek to learn more, and just listen. Their pain is more relevant than your own in your role as a physician.

Be clear about availability.

Calling patients at home after surgery or major procedure WILL SAVE YOU TIME.

When feeling overwhelmed or stressed, try a 5-minute relaxation exercise.

Ask about the patient's family members and include them if the patient wants them.