Bayer Approach to Physician-Patient Communication

Opening: (warmth, eye contact)

Biomedical tasks:
   History taking:
   Physical exam skill:
   Problem solving:

Communication tasks:
   Engage (avoid interruptions, open-ended questions at start, agenda negotiation)
   Empathy (body language, support)
   Educate (assess patient, avoid jargon, check understanding)
   Enlist (elicit self-diagnosis, agree on problem(s), negotiate plan)

Closing: (summarize, follow-up plan, express hope)


SE Moser
KU School of Medicine-Wichita
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