

## Communication & Professionalism

Based on your Direct Observation of the candidate's interactions with patients and your Chart Stimulated Recall discussion with the candidate, assess the candidate's communication skills and professional demeanor.

**Complete this form only once.**

Does the candidate:	Yes	No	Sometimes
Structure patient interviews in a logical sequence?			
Show appropriate verbal/tonal responses to patients' feelings, needs and values?			
Show appropriate non-verbal responses to patients' feelings, needs and values? (e.g., use of silence, gesture, posture, eye contact)			
Listen attentively to patients?			
Use both open and closed questioning techniques?			
Pick up on patients' non-verbal cues (body language, facial expression, or affect)?			
Avoid or adequately explain medical jargon?			
Show compassion and support to patients?			
Paraphrase patients' comments to confirm their understanding of information provided?			
Read, take notes or use a computer in a way that doesn't interfere during patient visits?			
Advocate for their patients' needs?			
Maintain composure in difficult situations?			
Show respect for patients' ideas and requests?			
Maintain patient and family confidentiality?			
Speak respectfully of their patients and their patients' families?			

Does the candidate:	Yes	No	Sometimes
Respect their patients' needs for privacy, dignity and comfort during physical examinations? (e.g., appropriate draping)			
Maintain appropriate physician-patient boundaries?			
Use chaperones appropriately during intimate physical examinations?			
Speak respectfully of allied healthcare providers and physician colleagues?			

If you responded “No” or “Sometimes” to any of the above questions, please explain: