

## Assessing your Patient Interaction Skills

Medical office professionals, physicians and other providers should periodically do the following self-assessment of their patient encounters.

1. Do you give eye contact to all patients?
2. Do you speak clearly and slowly?
3. Do you use simple words and phrases to communicate?
4. Do you sit or stand face to face when speaking to a patient or is your head turned away while writing or doing something else when patient is speaking?
5. Do you allow senior citizens more time to speak, question and move about the office?
6. Do you interrupt when the patient is talking?
7. Do you avoid covering several health topics and issues all at once; and instead, one topic at a time, allowing for questions?
8. When communicating to patients, are they in a reasonably comfortable and quiet area?
9. Are the health literature handouts and brochures for patients easy to read?
10. Do you greet every patient with a smile and welcome?

Publications related to this topic on website [www.practicesupport.com](http://www.practicesupport.com)  
[Step Up Your Quality of Patient Service](#)  
[Patient Satisfaction Surveys & Ways to Keep Good Patients](#)