

- **Patient Education**
 - Ask: Ask what the patient already knows.
 - “What brings you here today?”
 - “To make sure we’re on the same page, can you tell me what your understanding of your disease is?”
 - “What have you heard from the other doctors?”
 - Tell:
 - Tell the patient in straightforward language what needs to be communicated.
 - Give information in small chunks
 - If necessary give an overview of the information
 - Avoid jargon
 - Ask: Check in with the patient:
 - “I just gave you a lot of information. I want to make sure I was clear. Could you please summarize this for me?”
 - “What are you thinking about all this?”
 - “How is this information making you feel?”
- **Ask – Elaboration of this part of the interview**
 - **Tell me more**: If the conversation seems to be going off track find out where the patient is in this conversation at this moment. **Conversations have three levels**:
 - Knowledge or content
 - Emotions or feelings (How do I feel about this?)
 - Identity (What does this mean to me?)
 - Invitations to “tell me more:
 - “Could you tell me more about what information you need at this point?”
 - “Could you say something about how you are feeling about what we have discussed?”
 - “Could you tell me what this means for you?”
 - Respond to emotions:
 - Learn more about the patient’s thoughts and feelings.
 - Don’t be in a rush to reassure or “make things better”. Rather, acknowledge the feelings. Acceptance is not the same as agreement.
 - This article talks about NURSE. CAA faculty are recommending PEARLS.
 - Naming the emotion is a good idea.
 - ◆ “I wonder if you are feeling scared?”
 - ◆ Many people in this situation feel angry. I wonder how you are feeling?”