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?”