

EFFECTIVE COMMUNICATION WITH YOUR HEALTHCARE TEAM

Preparedness and organization go a long way in short medical appointments. Effective communication about your condition, symptoms, medications, and concerns, can help you make the most of your partnership with your healthcare team. This is especially important for ensuring proper joint decision making between yourself and your healthcare professionals.

P.A.C.E. Framework

The P.A.C.E. framework for effective patient communication was developed by Dr. Donald Cegala at the University of Ohio as an easy way for patients to ensure they are contributing to a strong doctor-patient relationship. Patients who have been trained to use the P.A.C.E. communication skills have been found to get more information from their doctors, and have a stronger partnership with their healthcare team.

Effective patient communication involves...

- P** – **presenting** detailed information about how you are feeling
- A** – **asking** questions if desired information is not provided
- C** – **checking** your understanding of information that is given to you
- E** – **expressing** any concerns about the recommended treatment

Presenting

The information you give to your healthcare team about your symptoms, lifestyle, values and family history provides the basis from which they must make their diagnosis and recommend treatment options. Before your appointments, prepare to present detailed information. You may find it helpful to write a list of questions, or track your symptoms in a journal.

Asking

Patients typically don't ask their healthcare providers very many questions, even though nearly all patients will claim they want as much information as possible. You can ask questions not only to solicit information from your healthcare professional, but also to make a request. For example, you may want to ask about the side effects of a medication, but also for a referral to see a specialist.

Checking

It is important that you verify the information you receive from your healthcare professionals. You can ask for clarification (e.g. "Does this mean I should take only half a tablet per day?"), request repetition of information (e.g. "Can you please tell me the name of that test again?"), or summarize something to doctor has said (e.g. "So, what you are saying is that...").

Expressing

Sometimes, patients may have concerns or fears about a particular treatment. It is important that you be honest with your healthcare professionals about any concerns you may have. With any condition, there are usually different treatment options. By expressing your concerns, you can work with your healthcare team to find the treatments that best meet your needs and values.

Source

Cegala, Donald (2001). *Talking With Your Doctor*. Retrieved from <http://bit.ly/2E5812m>.