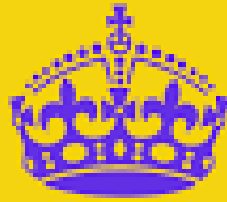


Bedside Manner

Julie Kanevsky, M.D.

Robert Thompson, M.D.



KEEP
CALM
AND
FOLLOW THE
GOLDEN RULE

Always

- ▶ Knock, Knock! Good morning!
- ▶ Wash in, wash out - let the pt see you do this
- ▶ Introduce yourself and your role
- ▶ Look the part (dress and demeanor)
- ▶ ID the pt by name and birthdate
- ▶ Get a translator if you are not fluent in pt's language
- ▶ Take cues from pt for non-medical things to ask
- ▶ Get to the eye level, pull up a chair
 - ▶ (remember the “Time Machine”)



Always

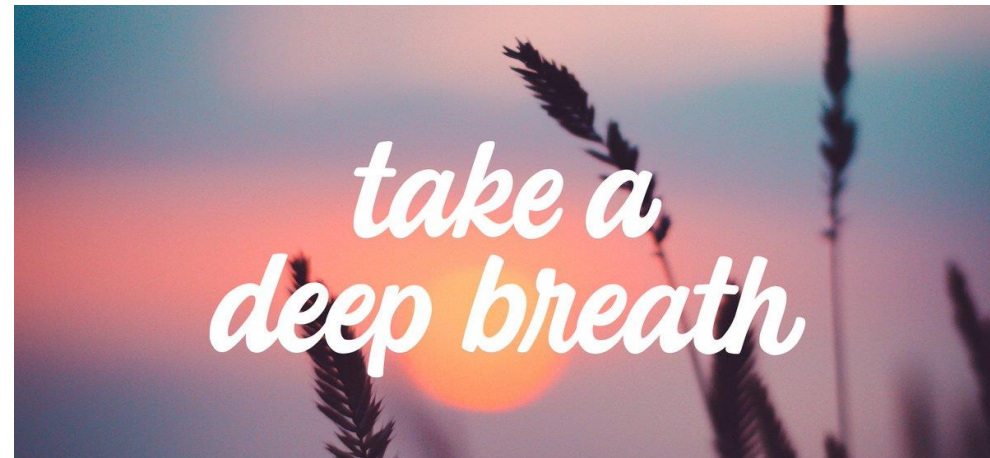
- ▶ Respect the pt's privacy
- ▶ Examine the pt with tact (and don't forget to remove socks)
- ▶ Leave the pt with an impression and plan
- ▶ Keep your promises (come back if you say you will)
- ▶ Take every opportunity to teach pts about their diseases

HCAHPS surveys

- ▶ How often did doctors listen carefully to you?
- ▶ How often did doctors treat you with courtesy and respect?
- ▶ How often did doctors explain things to you in a way you can understand?

How to deal with conflict/upset patient

- ▶ Apologize for miscues/delays/problems and let the pt know you are advocating for them
- ▶ Ask about pain and other symptoms - make a serious effort to treat those adequately
- ▶ Set limits with challenging patients and families
- ▶ If pt without capacity and no HCP, ask family to designate a spokesperson
- ▶ Stay calm



Nevers

- ▶ Never mislead your patient
- ▶ Never leave your patient in the dark
- ▶ Never limit your interaction to morning pre-rounds
- ▶ Never let your frustration affect your interaction with patients
- ▶ Never speak badly of another physician/service
- ▶ Never be afraid to admit that you don't know something

The background features abstract, overlapping green geometric shapes, primarily triangles and polygons, in various shades of green, creating a modern and dynamic visual effect.

Communication with Colleagues

Calling a Consult

- ▶ **C**ontact the Consultant Courteously
- ▶ **O**rient
- ▶ **N**arrow Question
- ▶ **S**tory
- ▶ **U**rgency
- ▶ **L**ater
- ▶ **T**hank you!

Consult Tips

- ▶ Avoid calling a consult just to be “on board”
- ▶ This is your time to learn!
- ▶ For diagnostic questions, have a Ddx in mind and anticipate w/u
- ▶ For therapeutic questions, commit to an anticipated mgt plan
- ▶ Have pertinent info available (either written or open in Epic)
- ▶ F/u with consultant after initial recs to ask Q's and discuss outcome

Avoid Chart Wars



Translator Services

Translation Tips

- ▶ Low threshold for use
- ▶ Phone translation svcs via 4-1500 from the bedside phone or use access code from your cell phone or use the translator app
- ▶ Face-to-face and sign language translation available with planning
- ▶ Family translator: use with CAUTION (and only with pt's consent)
- ▶ Efficient use of translator:
 - ▶ One question at a time
 - ▶ Speak to the pt - not the translator
 - ▶ If difficulties, ask the translator if language barrier, confused pt, etc.

Handoffs

