

Integrated Curriculum Evaluation Exercise

Approach to Professionalism Skills

**Anita C. Mercado, MD
ICEE Director**

Professionalism Skills

- ❖ Introduction to the patient
- ❖ Language and communication
- ❖ Attention to the patient's comfort
- ❖ An empathic, nonjudgmental approach
- ❖ Acknowledging patient discomfort/concerns
- ❖ Allowing the patient to ask questions
- ❖ Closing the encounter
- ❖ Your personal appearance

Greet the patient by his/her last name

❖ Appropriate

- Greet the patient by his/her name.
- “Hello, Mr. Jones.....”

❖ Inappropriate

- “Hello, Jack”
- “How’s it going?”
- Omitting the greeting entirely.

Introduce yourself by your last name

❖ Appropriate

- My name is Jack Jones. I'm a 4th year medical student.

❖ Inappropriate

- I'm Jack....
- I'm going to examine you today....

Introduce yourself by title

❖ Appropriate

- I'm a fourth-year medical student.

❖ Inappropriate

-I'm Dr. Smith...
-I'm student Dr. Smith....
- Omitting your title/level of training.

Indicate the purpose of the encounter

❖ Appropriate

- “I’m working with the doctors here and I’d like to speak with you (examine you) about your problems today. Is that alright?”

❖ Inappropriate

- “How’s it going?”

Use language appropriate for the patient

❖ Appropriate

- The pain is sometimes called angina pectoris. The pain occurs when your heart is not getting enough oxygen.

❖ Inappropriate- avoid technical terms w/o explanation

- You most likely have angina.
- Your problem is myocardial ischemia.

Use Clear Speech That is Easy to Understand

❖ Appropriate

- Patient should not have to ask you to clarify or to repeat yourself

❖ Inappropriate

- Voice too low in volume for patient
- Grammar or pronunciation confusing

Anticipate Physical and Emotional Comfort

❖ Appropriate

- I realize these questions may seem personal
- I want you to tell me if something I do during your physical exam is painful.

❖ Inappropriate

- Not washing hands before physical exam
- Not draping patient appropriately

Acknowledge Patient Concerns

❖ Appropriate

- I realize these problems can cause a lot of stress...

❖ Inappropriate

- Ignoring the patient concerns
 - Patient says “I don’t know how I am going to deal with this...” Student continues data gathering.
- Dismissing the patient’s concerns

Ask questions in a nonjudgmental manner

❖ Appropriate

- Why have you chosen to follow a vegetarian diet?
- Do you drink alcoholic beverages?
- Do you smoke?

❖ Inappropriate

- Have you made any other unusual lifestyle changes?
- Eliminating meat is going to create some problems for you.
- Are you a drinker/smoker?

Allow Patients to Ask Questions

❖ Appropriate

- Do you have any questions (concerns) about anything we have covered?

❖ Inappropriate

- Those are my recommendations, ok?
- You don't have any questions, do you?

Closing the encounter

❖ Appropriate

- Provide realistic diagnosis and plan.
- Give advice as precisely as your judgment allows.

❖ Inappropriate

- Leaving the room before saying goodbye
- Deflecting all questions to the supervising physician

Personal appearance; clean and professional

❖ Appropriate

- Clean white coat in good condition; hair combed; hands clean

❖ Inappropriate

- Artificial nails, dirt under fingernails
- Personal/political slogans
- Torn, wrinkled or badly stained coat

Questions about the ICEE



Please review the ICEE orientation
content or contact
Anita C. Mercado, MD
acmercad@utmb.edu