

# **MD EXPLAINED IN UNDERSTANDABLE WAY**

## **Best Practices**

- 1.** Contact RN to join team during rounds
- 2.** Introduce name and role (or confirm patient remembers)
- 3.** Sit down or squat at eye level (at least one person)
- 4.** Don't use medical jargon
- 5.** Explain purpose and possible side effect(s) of new medication(s)
- 6.** End the encounter with "What questions do you have?" (rather than "Do you have questions?")
- 7.** Assess and confirm patient understanding of one key point during the encounter

**OR**

Explore the patient's agreement with the plan

- 8.** Statements of empathy in response to emotion:

Partnership – *We will work together on this.*

Empathy – *You sound upset, I'm sorry.*

Apology – *I'm sorry that this is so hard.*

Respect – *You've been very brave.*

Legitimization – *This would be hard on anyone.*

Support – *We are here to help you.*