

## PROVIDERS:

# PRACTICE PATIENT-CENTERED CARE



## Before you enter the exam room, remember to check your assumptions. What do you know about your patient?



Build trust - "Knowing your medical history helps me provide the best care to you."

- What is your chosen name?
- Ask about your patient's preferred pronoun by first sharing your own. For example, "Hi, I'm Dr. Smith, and I use the pronouns she and her. What about you?" then use that pronoun.
- What word(s) do you use to describe your sexual orientation? What do those words mean to you?
- What is your relationship or partnership status?
- Can you tell me what sex you were assigned on your original birth certificate and any body changes I should be aware of?
- What is your preferred language? (If not English, identify a medically licensed interpreter before continuing)
- Who would you like to be involved in your care and how would you like them to be involved?



Discuss what your patient values - "How can we work together to try and make sure you can do what is most important in your life?"

- What religion or faith do you practice, if any?
- Who do you turn to for support when you need it?
- What do you do for work?
- What do you like to do in your free time?
- What worries or concerns do you have today?



Work as a team and practice two-way communication

- Check for understanding - use teach back
- Make decisions together or arrange for follow-up
- Use a supportive/empathic tone
- Avoid medical jargon and use plain language