

Scripted ARTS/Teach Back Intervention for PDSA Trials-Improving Diagnosis through enhanced Communication

Statement: I have evaluated your symptoms and findings and I think that they are due to (diagnosis).

Question: Does my suggested diagnosis explain your symptoms satisfactorily or were you concerned that it might be due to something else?

Pause for response!

Question: What do you know about (this diagnosis)?

Pause for response!

Question: Can I explain more about the diagnosis or do you have any questions about it?

Pause for response!

Statement: Outline proposed diagnostic and/or therapeutic plans and reasons to call or return.

Assessment Statement and Question: I would like to make sure that I have explained your diagnosis and next steps well; would you please tell me in your own words what we have discussed?

Pause for response!

Patient should be able to repeat, in their own words the diagnosis, diagnostic and therapeutic plans, and reasons to follow up. If unable to do so, to repeat or clarify.

Concluding statement:

Thank you for allowing me to make sure we both clearly understand what's wrong and I look forward to you feeling better or proceeding to the next step to help you.