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

Statement:
Based upon my evaluation, I think your symptoms are due to (*specify diagnosis*).

Question:
Were you concerned that it might be due to something else?
Pause for response!

Question:
What do you know about (*specify diagnosis*)?
Pause for response!

Question:
What are your questions about (*specify diagnosis*)?
Pause for response!

Statement:
Here is what I recommend for treatment and follow-up.

Assessment Statement and Question:
I would like to make sure that I have explained your diagnosis and next steps well.

What is your diagnosis?
Pause for response!

What is your treatment and follow up plan?
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, 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.