

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.