

PEARLS

Принципы общения с пациентами

SYNAPSE

- P** Partnership
- E** Empathy
- A** Apology
- R** Respect
- L** Legitimization
- S** Support

How to be a nice doctor?

Общение доктора с пациентом - одна из основ успешного лечения и приверженности терапии.

При этом рекомендуется придерживаться правил PEARLS (см. мнемонику). Она отражает принципы правильного взаимодействия доктора и пациента.

Для практической работы нужно взять на вооружение несколько формулировок, которые составлены на основе этих принципов и подходят для всех случаев. Представляем топ фраз, которые используют студенты при сдаче Step 2 CS.

Is everything comfortable for you in this room?

I am sorry to hear that!

- I am sorry this happened to you!
- I will do everything I can to make you feel better.
- That sounds hard.
- That must be very uncomfortable/difficult for you!
- That was tough for you.
- I am really sorry for what happened to you.
- I'd be upset by that too.

I am going to ask you some questions and then a physical examination and we will try to find the cause of your concern together. Do you mind if I sit down and take some notes?

Mr/Mc Johnson, thank you very much for answering my questions.

Now I need to examine you, is it OK with you? Thank you. Please excuse me a moment, I need to wash my hands/put some gloves.

Thank you for letting me examine you, Mr/Mc Johnson.

Let me now summarize your concerns as I understand them. Am I correct?

I want to be sure before I leave you understand everything I have told you. Is there anything you want to clarify further?

(Saying goodbye) We will meet again as soon as I have the results of your test. Please let me know if you have as soon as I have the results of your test. Please let me know if you have any concerns before we meet again. Have a nice day! Goodbye!