



## HELPING PATIENTS SUCCEED

Communication techniques to help your patients better understand their conditions and follow your instructions for better health outcomes:

- **LISTENING**

Communication is as much the art of eliciting responses and listening as it is of speaking.

- **EDUCATING AND COUNSELING**

Education is more than simply giving information. It also includes building patient confidence to use the information that will help them to better manage their health.

- **ASSESSING**

Estimates suggest that nearly one in every two chronic disease patients has been nonadherent with some aspect of their treatment regimen. There are many reasons that patients give for this, for instance, inconvenience or forgetfulness. Sometimes, however, nonadherence may be inadvertent as a result of misunderstanding or confusion.

For these reasons, it is useful to monitor patient adherence with treatment recommendations at every visit. Assessment in a nonjudgmental manner that allows for honest disclosure of nonadherence is an especially useful strategy to uncover purposeful noncompliance. Specific questions about the regimen facilitate the discovery of inadvertent nonadherence. It becomes immediately obvious when a patient is confused or has made an error.

- **PARTNERING**

Establishing an active and collaborative partnership with patients is the starting point for brainstorming and problem solving. Partnering with patients in this process creates buy-in to a workable plan that you have developed for them and enhances the likelihood of patient satisfaction and success.

- **SUPPORTING AND BUILDING RAPPORT**

The establishment of a strong therapeutic relationship is often anchored in the patient's perception of emotional support. While the intensity of expressed and implied patient emotion varies widely, it is important to be aware of the patient's emotional state and to respond to expressed emotion with sensitivity.

We hope that you found Time to Talk CARDIO a useful tool in having productive visits with your patients. We have a large library of videos to help you continue to communicate effectively with your patients. Please visit our web site at [www.timetotalkcardio.com](http://www.timetotalkcardio.com).

We look forward to your return visit!

Time to Talk CARDIO is an educational program underwritten by Merck & Co., Inc. and developed in partnership with the American Academy of Family Physicians Foundation, Canyon Ranch Institute and RIASWorks.

