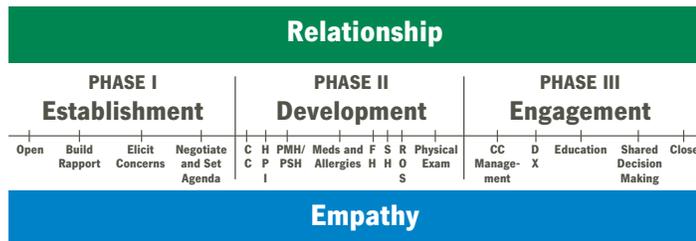


PHONE COMMUNICATION



The role of communicator is to:

- Ensure care plan is communicated effectively.
- “Translate” medical language into English.
- Establish care goals.
- Address patient concerns and anxieties.
- Connect them with social services, including behavioral health, if needed.

Introduction and agenda setting

Explain your role.

I'm calling on behalf of Cleveland Clinic. My name is _____, and I'm with the team that is caring for your loved one in the hospital. I'm calling to connect, keep you informed and answer any questions you might have.

Obtain a list of agenda items.

What are your questions?... OR

What topics would you like to go over?

Add to your agenda and summarize the list.

Respond to any distress

Make an empathetic statement using **S.A.V.E.**

Support: Our team is working on finding an answer for you.

Acknowledge: I know this has been a terribly difficult time for you.

Validate: I would be frustrated too.

Emotion naming: You seem worried. OR I hear your frustration.

And/or use reflective listening.

Defined as listening to understand and acknowledge what is being said:

- Nonverbally and verbally using continuers, such as mm-hmm, I see or go on
- Use brief statements reflecting the underlying meaning or emotion, such as What I hear you saying is... OR Sounds like...
- For example: It sounds like you are juggling a lot of responsibilities and the hospitalization of your loved one is the last thing you want to hear.

Information and counseling

Address agenda items, providing information in digestible bites (2-3 sentences at most; avoid lecturing).

Here is what we know... This is our current impression...

OR This is what's happening... OR

If answers are not known or definitive:

These are good questions... I will find out and get back to you. ... OR

Here's how we are trying to figure that out...

In between bites of info, check understanding.

Tell me what you know so far...Does this make sense to you?... OR

What else can I clarify?

Close conversation

Set the stage for next update.

Discuss expectation of anticipated frequency of calls and determine one family representative for contact.

Thank them for their time and say goodbye.

Author: V.J. Velez, MD. Based on the R.E.D.E.® Model of healthcare communication. ©The Cleveland Clinic Foundation. All Rights Reserved.