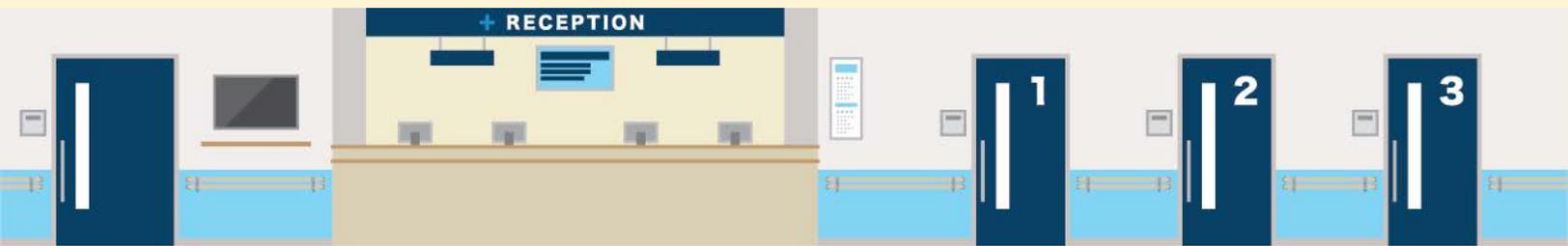


PROVIDERS:

PRACTICE PATIENT-CENTERED CARE



Before you enter the exam room, remember to check your assumptions. What do you know about your patient?



Build trust - "Knowing your medical history helps me provide the best care to you."

- What is your chosen name?
- Ask about your patient's preferred pronoun by first sharing your own. For example, "Hi, I'm Dr. Smith, and I use the pronouns she and her. What about you?" then use that pronoun.
- What word(s) do you use to describe your sexual orientation? What do those words mean to you?
- What is your relationship or partnership status?
- Can you tell me what sex you were assigned on your original birth certificate and any body changes I should be aware of?
- What is your preferred language? (If not English, identify a medically licensed interpreter before continuing)
- Who would you like to be involved in your care and how would you like them to be involved?



Discuss what your patient values - "How can we work together to try and make sure you can do what is most important in your life?"

- What religion or faith do you practice, if any?
- Who do you turn to for support when you need it?
- What do you do for work?
- What do you like to do in your free time?
- What worries or concerns do you have today?



Work as a team and practice two-way communication

- Check for understanding - use teach back
- Make decisions together or arrange for follow-up
- Use a supportive/empathic tone
- Avoid medical jargon and use plain language



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This document was developed by the George Washington University (GW) Cancer Center with support from the Pfizer Foundation. Contents are solely the responsibility of the authors and do not necessarily represent the official views of Pfizer Foundation.

FOR MORE INFORMATION, CONTACT: