



TAKE 5 PATIENT CENTERED EHR USE DURING A CLINICAL ENCOUNTER

A practical strategy for keeping a personal connection while working with a patient's electronic health record

WHAT YOU CAN DO...

1 REVIEW THE PATIENT'S CHART BEFORE THE VISIT

- Start by scanning the last physician note and review recent lab tests or images.
- Review any recent lab tests or images.
- You may find clues about what care the patient will likely need. You can prepare orders in the EMR in advance and submit them once the patient agrees.

2 SET THE STAGE FOR SUCCESS

- Engage with the patient while logging into the EMR system by asking an open-ended personal question such as, "Tell me something about yourself."
- Ask the patient to list what outcomes they would like from the visit.

3 ACTIVELY LISTEN TO YOUR PATIENT

- Give the patient your full attention at the beginning of the visit.
- While glimpses at the computer screen are natural, in general try to keep your gaze upon the patient.

4 TAKE TIMELY ACTION

- Use the screen as a visual aid when educating the patient about their condition.
- Use the EMR to attach any education to their after-visit summary.

5 REFLECT ON THE PATIENT ENCOUNTER

- After the visit, think about how you could improve your communication to the patient. Also reflect on what went well.
- Think about how you could better prepare yourself for the next patient visit.

Presented by Elizabeth Cozine, MD, Consultant in Family Medicine, 3rd year Family Medicine Clerkship, Mayo Clinic Alix School of Medicine and Jennifer Packard, MA, Senior Advisor, Office of Mayo Clinic Experience Training Education and Coaching

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