

TIME AND TALK: STRUCTURING PATIENT-CENTERED COMMUNICATION

APPOINTMENT TASKS 1/2

When hearing care professionals meet with patients, they are usually expected to complete a number of tasks in a limited amount of time. These include:

1. GETTING TO KNOW THE PATIENT/CLIENT

- Greet patient by name
- Introduce self and clarify role
- Ask open-ended question to elicit reason for appointment

2. LEARNING ABOUT THEM AND WHAT THEY WANT FROM THE VISIT

- Use open-ended questions to identify issues, concerns and needs
- Listen to the patient's story
- Summarize and confirm issues raised

3. AGREEING ON A PLAN FOR THE APPOINTMENT

- Confirm time available for appointment and tasks or test to be carried out
- Explain the rationale for selected tasks and obtain patient consent
- Agree which issues raised by patient can be addressed in the appointment

4. FINDING OUT:

- Reason for the appointment
- Case history
- Past medical history
- Family history of hearing loss
- Social impact of hearing loss
- Medications/allergies

5. COMPLETING SOME OF THE FOLLOWING TASKS:

- Equipment calibration
- Hearing test
- Otoscopic examination
- Impression taking
- Mold fitting
- Hearing aid programming

6. HEARING AID ORIENTATION:

- Trouble shooting
- Fine tuning
- Hearing aid verification

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7. EXPLANATION AND PLANNING

- Explain findings of tests and tasks
- Inform patient of possible choices
- Agree goals and next steps

8. NEGOTIATING AN AGREED OUTCOME

- Summarize what has been agreed
- Link patient's needs to goals
- Agree steps to obtain goals with patient