iCare Model of Effective Communication

I — Identify

Identify yourself and, if you are performing patient care or accessing patient information, identify the patient using two patient identifiers. Ask the patient their name and date of birth.

Hello. My name is Jane Smith with the radiology department. Can you tell me your name and date of birth please?
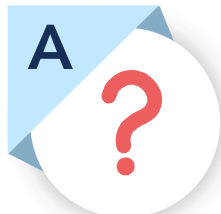- Joe Adams, 8/26/1950

C — Communicate

Communicate expectations respectfully. Communicate your reason for the interaction, what the patient needs to know, and the expected timeframe.

Thank you, Mr. Adams. I'm here to take you to radiology for your MRI. I will take you down to the radiology department on 2nd floor and the technologist there will ask you some questions about your history. You will be asked to sign a consent form. Once the test begins, you will lay still on the table for about 15-20 minutes. After the test, I will bring you back up to your hospital room.
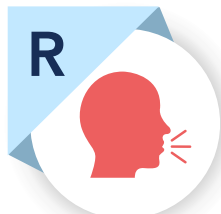
A — Ask

Ask if the patient has any questions or concerns.

Do you have any questions or concerns?
- Yes, I've never had an MRI before, and I heard that the machine is very loud.

R — Respond

Respond with empathy to any questions or concerns.

The machine is a little loud. Some people describe the noise as pounding or loud tapping. But the technologist downstairs can give you some headphones with music to make the noise less noticeable. We're going to do everything we can to make it comfortable for you.

E — Evaluate

Evaluate the interaction or education. Did the patient understand the instructions? If communication involves patient education, ask the patient or family to teach back what they need to know. Do they have additional questions? Do they need anything else?

Does this make you feel better about having the MRI?
- Yes, it does. But I guess I'm just a little nervous.

I will let the technologist know it's your first time having an MRI and they will walk you through each step of the exam. We're focused on making sure you have the best experience possible.
- Ok, thank you.

Is there anything else I can do for you?