

Patient Communication Tips

As patients express worry about the impact of COVID-19, we're providing four practical tips to help identify patient fears and provide support.

Here's how you can incorporate these tips:

Examine current efforts. Find practical inspiration. Apply new behaviors. Create patient connections.



With Patients	What You Can Do	Why It Works
Match emotion to emotion.	"I know this is a scary time. Let's get some more information on your risk to give you some peace of mind and certainty on what's going on."	Decreases patient anxiety and helps the patient feel understood and heard.
Identify the patient's greatest worry.	"What about all of this worries you the most?"	Finds the root cause of their worry to help address their big fear more specifically.
Convey "we are in this together."	"We will get through this time together."	Builds strong bonds in teams and between a clinician and patient through common struggle.
Admit to the unknown.	"Though there remains a lot we do not know...here is what we do know. There are simple, effective things we can do to protect ourselves."	Provides hope, honesty, and specific actions patients can take.