Appendix A

Shown here is the subset of questions modified from the American Board of Internal Medicine Assessment for self-evaluation, instructor evaluation, and patient evaluation. Evaluators rated each item on a 5 point scale.

1. Telling the patient everything; being truthful, upfront and frank; not keeping things from the patient that they should know
   Poor 1 2 3 4 5 Excellent

2. Greeting the patient warmly; calling the patient by their preferred name; being friendly, never crabby or rude
   Poor 1 2 3 4 5 Excellent

3. Treating the patient like they are on the same level; never “talking down” to the patient or treating them like a child
   Poor 1 2 3 4 5 Excellent

4. Letting the patient tell their story; listening carefully; asking thoughtful questions; not interrupting the patient while they are talking
   Poor 1 2 3 4 5 Excellent

5. Showing interest in the patient as a person; not acting bored or ignoring what they have to say
   Poor 1 2 3 4 5 Excellent

6. Discussing options with the patient; asking the patient’s opinion; offering choices and letting the patient help decide what to do; asking what the patient thinks before telling the patient what to do
   Poor 1 2 3 4 5 Excellent

7. Encouraging the patient to ask questions; answering them clearly; never avoiding the patient’s questions or lecturing them
   Poor 1 2 3 4 5 Excellent

8. Explaining what the patient needs to know about their problems, how and why they occurred, and what to expect next
   Poor 1 2 3 4 5 Excellent

9. Using words the patient can understand when explaining the problems in treatment; explaining any technical medical terms in plain language
   Poor 1 2 3 4 5 Excellent