


QUICK GLANCE FOR FEEDBACK

1. “What was your **IMPRESSION** of the encounter?”
2. “Why do you feel that way?” (if they haven’t already explained)
RESPOND APPROPRIATELY TO THEIR ANSWERS.
3. “May I share how I felt, as your patient?” **REMEMBER: C omfort, P urpose, R eturn**

“As the patient, I felt **COMFORTABLE** because you...”...Give example of something they *did* or *said* that made you comfortable“
As the patient, I felt my **PURPOSE** was met because you...”Give example of a *question they asked* related to why you are here or how the *information* they gave you i.e. we will run some tests to figure this out” made you feel it was met.

4. Choose either  “I would **RETURN** to you because...”
“What would make me to **WANT TO RETURN** to you is...”Examples:
More eye contact would let me know you listening; empathetic comments would have made me comfortable. Explaining medical jargon I was not comfortable asking, asking me about my interest not related to my visit, not interrupting me etc.)
5. “Do you have any questions for me, as your patient?” Stick to what happened in this encounter, if they used filler words, if there was a 3rd point you observed, share it here.


“I’ll pass things back to your facilitators and thank you for allowing me to be your patient, today.”

This should take **NO MORE THAN 2 – 3 Minutes.**

QUICK GLANCE FOR FEEDBACK

3. “What was your **IMPRESSION** of the encounter?”
4. “Why do you feel that way?” (if they haven’t already explained)
RESPOND APPROPRIATELY TO THEIR ANSWERS.
3. “May I share how I felt, as your patient?” **REMEMBER: C omfort, P urpose, R eturn**

“As the patient, I felt **COMFORTABLE** because you...”...Give example of something they *did* or *said* that made you comfortable“
As the patient, I felt my **PURPOSE** was met because you...”Give example of a *question they asked* related to why you are here or how the *information* they gave you i.e. we will run some tests to figure this out” made you feel it was met.

4. Choose either  “I would **RETURN** to you because...”
“What would make me to **WANT TO RETURN** to you is...”Examples:
More eye contact would let me know you listening; empathetic comments would have made me comfortable. Explaining medical jargon I was not comfortable asking, asking me about my interest not related to my visit, not interrupting me etc.)
5. “Do you have any questions for me, as your patient?” Stick to what happened in this encounter, if they used filler words, if there was a 3rd point you observed, share it here.

“I’ll pass things back to your facilitators and thank you for allowing me to be your patient, today.”

This should take **NO MORE THAN 2 – 3 Minutes.**