

Now fill out the intake form used in your chiropractic clinic.

When finished ask yourself the following questions:

- Were the forms easy to understand and fill out?
- How long did it take to complete the forms?
- Did the forms provide you with an opportunity to describe your condition and how it affects you?
- Were there any questions that were difficult or uncomfortable to answer?

Becoming comfortable with your offices forms will allow you to be confident in requesting information and will prepare you to assist patients in situations where they may not understand a form or be able to fill them out on their own.

STUDY TIPS

Practice Opportunity 2

Now it is time to role play asking questions related to review of systems. It is important to be professional when asking patient's these personal questions. By practicing various scenarios you are less likely to be embarrassed or caught off guard by a surprising answer from a patient.

Find 2 people to do a mock review of systems interview with. Pick at least 10 of the systems below for each person and ask the questions found on pages 75-83 in your book under the following headings.

- General Overall Health
- Hair and Nails
- Eyes
- Nose and Sinuses
- Neck
- Respiratory
- Peripheral Vascular
- Musculoskeletal
- Hematological
- Functional Assessment
- Self-care Behaviors
- Patient's Perception of Health
- Skin
- Head
- Ears
- Mouth and Throat
- Axilla
- Cardiovascular
- Gastrointestinal
- Neurological
- Endocrine
- Nutritional Status
- Self-concept and Coping
- Knowledge of Chiropractic Care

Keys to Communicating with Patients

The best communicators know the power of conscious listening. Communication resulting in misunderstanding is often the result of poor listening habits. Establishing yourself as a leader (no matter your position) and a good communicator is more than just what you say and how you say it. It means understanding when you need to be quiet and paying attention to what others are saying.

Nonverbal communication, or body language, is a vital form of communication. When we interact with others, we continuously give and receive countless wordless signals. All of our nonverbal behaviors—the gestures we make, the way we sit, how fast or how loud we talk, how close we stand, how much eye contact we make—send strong messages.

The way you listen, look, move, and react will indicate to the other person whether or not you care and how well you are listening. The nonverbal signals you send either produce a sense of interest, trust, and desire for connection—or they generate disinterest, distrust, and confusion.

STUDY TIPS

5 Ways to Stand Out as a leader and make listening work for you!

- 1** **Decide to listen with both your body and your mind.** *This means to relax your body while keeping attentive. Unconscious foot tapping or finger drumming sends a message of impatience. Sit or stand quietly while leaning in towards the speaker. Now, clear your mind of unconscious distractions, e.g. judging before listening or thinking about how you are going to respond or letting your emotions take precedence over the message being conveyed. Focus on just listening.*
- 2** **Put your full attention on what the other person is saying.** *This is not always easy to do, in fact, it can be quite difficult. Actually being present to the words, the intention, intonation, and body language to glean a complete picture takes discipline and conscious thought. Communication is not one-sided and the responsible listener practices fully attentive and active listening.*
- 3** **Match the pace of the person you are listening to.** *Do not jump in to finish sentences or “help” complete a thought at the first sign of a pause. Allow the patient or co-worker to process his or her thoughts as they search for the best words to express themselves. Give people time to say what they are going to say.*
- 4** **Pay attention to both visible and invisible messages.** *Sometimes what you see is not always what you get. When listening, look to see if the person’s body language agrees or contradicts them. Also, pay attention to what you cannot see. Consider what outside distractions, situations or emotional issues may be coloring the message that is being sent. Put all the pieces together to gain better understanding of the real message before responding.*
- 5** **Be an interested and responsive listener.** *Show your engagement with the speaker by nodding and smiling appropriately. Ask short clarifying questions and make brief affirming comments. Paraphrase back what you have heard to confirm understanding. Be respectful just as you would want others to be when you are speaking.*

Take responsibility for being a powerful communicator and you will find just how quickly others will follow your lead.