

Less Effective Patient Interaction Strategies	More Effective Patient Interaction Strategies
<i>Serial or shotgun questioning</i>	<i>Interactive questioning</i>
<i>Interruptive questioning</i>	
<i>Using clinician language to pursue line of inquiry</i>	<i>Integrating patient language to pursue line of inquiry</i>
<i>Maintaining contact with writing in the chart</i>	<i>Maintaining eye and conversational contact with the patient</i>
<i>Using multiple conjoined questions</i>	<i>Asking simple questions and reinforcing of the answer</i>
<i>Reliance on medical ,dental jargon</i>	<i>Reliance on everyday terms</i>
<i>Reliance on telling rather than listening</i>	<i>Reliance on listening in order to cue “telling”</i>
<i>Preparing to speak rather than listening</i>	<i>Actively listening and creating a bridge to speaking</i>
<i>Conveying an attitude of expert prescription with the patient</i>	<i>Conveying an attitude of consulting with the patient</i>
<i>Performing the examination without introduction or feedback</i>	<i>Providing fair warning, guidance and reassurance during extra/intraoral exam</i>
<i>Ignoring expressed pain</i>	<i>Acknowledgment and empathy for expressed pain</i>
<i>Creating reliance on expert consultation</i>	<i>Providing support for self-management</i>
<i>Generating prescriptions that demand compliance</i>	<i>Generating suggestions/recommendations that invite alliance</i>
<i>Asking scattershot questions unrelated to professional line of inquiry</i>	<i>Understanding various differential diagnoses to develop a focused line of inquiry</i>
<i>“Getting answers” to questions</i>	<i>Acknowledging and highlighting answers to questions</i>
<i>Prescribing without understanding prescription history</i>	<i>Understanding patient’s historical baseline before suggesting recommendations</i>
<i>Ignoring, postponing patient questions</i>	<i>Responding respectfully to patient’s questions</i>
<i>Not seeking/ignoring patient self-diagnosis</i>	<i>Actively seeking patient’s insight to self-diagnosis and educating where necessary</i>
<i>Not observing patient’s behavior and non-verbal reactions in the interview</i>	<i>Acknowledging the importance of non-verbal communication and accounting for it in the interaction</i>