

IMPORTANT!

Molina Provider Tips:



Effective Communication

Patient outcomes depend on successful communication. Physicians who encourage open communication may obtain more complete information, enhance the prospect of a more accurate diagnosis, and facilitate appropriate counseling, thus potentially reducing hospitalizations and emergency room visits and improving adherence to treatment plans that benefits long-term health.

How To Improve Communication With Your Patients

- Schedule adequate time for each visit. Avoid rushing the patient and thoroughly address concerns.
- Provide written materials, illustrations and/or examples to help patients understand.
- Explain health care concepts clearly. Avoid medical jargon. Be prepared to accommodate and overcome language /literacy limitations.
- Maintain eye contact with the patient.
- Repeat the patient's concern and then address the topic. Ask clarifying questions.
- Be kind, thoughtful and thorough. Apply empathy and interest in response to concerns.
- Speak directly to older children when discussing matters related to their health.
- Follow up with results after test/procedures.
- Involve the patient in decision making.
- Obtain buy-in regarding necessary lifestyle changes. Explain "what's in it for me?".
- Be aware of cultural values and concerns that may influence adherence to the treatment plan.

Working With Challenging Patients

Patient Type	Description	Approach
Demanding	Often aggressive, intimidating, uncooperative with steps for assessment/treatment	Avoid communicating judgment. Empathetically ensure the patient that you will provide the best medical care possible.
Manipulative	Attention seeking. Uncooperative with treatment recommendations.	Listen attentively while sharing frustration over poor outcomes. Reformulate the treatment plan with the patient after having set limitations over expectations.
Self-destructive	Often have underlying depression or anxiety and feel helpless/hopeless about their ailment.	Set realistic expectations. Delve into reason(s) for noncompliance with treatment. Offer to arrange psychological support.

Breaking Bad News

1. Use simple non-technical words, giving information in small portions, periodically assessing the impact on the patient.
2. Address the patient's emotions. Use empathic statements and validate the patient's response.
3. Formulate and discuss the treatment plan with the patient. Having a definite plan can ease anxiety.

If you have questions, please contact Molina Healthcare of Florida at: 855-322-4076
Thank you for your continued care to our members!

Molina Healthcare of Florida