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What Do Patients Want?

Most complaints by patients about their doctors cite problems with communication rather than with clinical competency. In fact, a significant attribute of patient satisfaction is the quality of communication with their doctor, in particular attentive listening as well as a willingness to provide comprehensive explanations.

Effective communication is essential for delivering quality patient care and building good patient-doctor relationships based on compassion and shared respect. Physicians who have high patient satisfaction ratings have good communication skills. Some examples of best practices include:

- A personalized greeting when a patient enters the exam room
- Focusing on the patient's agenda - not yours
- Using active listening responses during patient storytelling
- Not huddling over the exam room computer with your back to the patient

Now that you know what patients want, use CAP's Patient Satisfaction Survey to ensure that your practice is meeting your patient's expectations. The surveys are provided to you at no cost as part of your membership and come in packets of 100. To obtain a CAP's Patient Satisfaction Survey, call our Risk Management and Patient Safety Department at 800-252-7706.

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