

H15 Teaching Bedside Manner

April 2007

Intro: Wouldn't it be great to go to a doctor who makes you feel relaxed, who really listens to you, and answered all your questions? Research shows that people who go to doctors who have good bedside manners get more from office visits than those who don't. Mayo Clinic is taking that information seriously. They're teaching residents and med students how to communicate with patients.

Video

Total Running time 1:29

Audio

“HELLO MRS. ALBERT, HOW ARE YOU?”

AS A FAMILY MEDICINE RESIDENT AT MAYO CLINIC, DR. DAWN MUSSALLEM [**MOO-SAIL'-EM**] IS PERFECTING HER MEDICAL SKILLS. SHE'S ALSO LEARNING HOW TO COMMUNICATE WITH PATIENTS – LEARNING HOW TO PERFECT HER BEDSIDE MANNER.

Dawn Mussallem, M.D.
Mayo Clinic Family Medicine
Resident

“YOU WERE HERE BECAUSE YOUR HEMOGLOBIN WAS A LITTLE BIT LOW.”

A WARM WELCOME, EYE-TO-EYE CONTACT, A REASSURING TOUCH AND SINCERE QUESTIONS PUT

Marguerite Albert
Having Office Visit

PATIENT MARGUERITE ALBERT AT
EASE.

“I FEEL SECURE. I FEEL LIKE SHE’S
THOROUGH.”

“LISTENING IS NOT PASSIVE, IT’S
ACTIVE.”

DR. JUDY SAYRE [**SAY’-ER**]

TEACHES RESIDENTS WAYS TO
IMPROVE COMMUNICATION WITH
PATIENTS.

Judy Sayre, Ph.D.
Professor of Communications

“THERE’S MORE AND MORE SOLID
RESEARCH, EVIDENCE-BASED
RESEARCH, THAT SHOWS WHEN
PATIENTS HAVE A GOOD
RELATIONSHIP WITH THEIR
DOCTOR (AND COMMUNICATION
CERTAINLY MAKES THAT HAPPEN)
THEY GET WELL FASTER.”

DR. SAYRE SAYS COMMUNICATION
IMPROVES PATIENTS’ HEALTH
CARE IN THESE WAYS: IT HELPS
DOCTORS MAKE MORE ACCURATE
DIAGNOSES BECAUSE THEY

Standup
Vivien Williams

Reporting

UNDERSTAND MORE ABOUT THEIR PATIENTS' ISSUES, AND IT HELPS YOU, THE PATIENT, UNDERSTAND MORE ABOUT YOUR OWN HEALTH AND WHAT YOU CAN DO TO IMPROVE IT.

Dawn Mussallem, M.D. (28:30)

“WHEN YOU WERE HERE IN DECEMBER YOUR HEMOGLOBIN WAS ACTUALLY AS LOW AS 7.” NOTE HOW DR. MUSSALLEM SHARES INFORMATION WITH MARGUERITE. SHE EXPLAINS THINGS AND LISTENS TO HER RESPONSE.

Marguerite Albert

“I'D LIKE A PRESCRIPTION WHERE I COULD GET IT FOR MORE THAN 30 DAYS...” SIMPLE COMMUNICATIONS. IMPROVING HEALTH CARE AND PATIENT SATISFACTION. FOR MEDICAL EDGE, I'M VIVIEN WILLIAMS

Anchor tag:

Dr. Sayre says good doctor-patient communication can also help save health care costs by making time spent in office visits more efficient. For more information, visit our Website at...[STATIONS: Per the licensing agreement, please provide a link from your station's website to <http://www.mayoclinic.org> or voice tag "mayoclinic.org" for more information.]