

USE OF TECHNOLOGY

CHECKLIST #2

THE USE OF COMPUTERS IN EXAMINATION ROOMS

The presence of laptops/tablets in examination rooms has become commonplace as more providers implement electronic health records. This method of documentation may place a barrier between the provider and the patient. Providers may miss non-verbal cues, and patients may perceive an electronic device as a hindrance to communication. In several recent medical malpractice cases, plaintiffs testified that the provider spent too much time entering information into the computer and not enough time listening. Utilizing effective communication skills to engage the patient while using a computer will enhance the integration of this technology into healthcare and improve the patient experience.

	YES	NO
1. The examination room has been analyzed for placement of the computer. It is positioned in a way that enhances provider/patient communication. The use of a cart on wheels is considered to position the computer so that the provider faces the patient.	<input type="checkbox"/>	<input type="checkbox"/>
2. Eye contact is established with the patient and his/her concerns are listened to before using the computer. Providers look at the patient while they speak.	<input type="checkbox"/>	<input type="checkbox"/>
3. Reassurance is given to the patient by our providers that demonstrates they are listening to him/her.	<input type="checkbox"/>	<input type="checkbox"/>
4. The POISED ¹ model is utilized: <ul style="list-style-type: none"> • P = Prepare for the visit • O = Orient the patient to what you are doing • I = Information gathering – allowing time for conversation • S = Share what you are looking at on the screen with the patient • E = Educate the patient, reinforce the plan of action • D = Debrief and assess the degree to which the patient understands the recommendations and plan. The “teach-back” method is used. 	<input type="checkbox"/>	<input type="checkbox"/>
5. A print copy of the visit is provided to the patient and a copy is retained in the patient’s record (e.g., after-visit summary).	<input type="checkbox"/>	<input type="checkbox"/>
6. When computers remain in examination rooms, providers log off at the completion of the encounter to protect patient privacy.	<input type="checkbox"/>	<input type="checkbox"/>

¹Frankel Ph.D., JAMA Internal Medicine commentary, November 30, 2015.