

Adult – Building Patient Rapport

Course Description: The Building Patient Rapport module presents communication skills for collecting information from patients during physical-assessment interviews. It describes: the importance of building rapport with patients and family members, verbal and non-verbal cues to watch for during physical-assessment interviews, and how patient anxiety can skew assessment results. This course will provide knowledge and confidence in building patient rapport.

Course Objectives:

- Explain the fundamental components of physical assessment interviews
- Present communication techniques for collecting information from patients during interviews
- Discuss verbal and non-verbal cues to watch for during physical-assessment interviews
- Describe how patient anxiety can skew assessment results
- Describe the importance of building rapport with *both* patients and family members
- Explain how finishing touches before leaving the room can further help to build trust and rapport with patients and families