

Resident Name: _____

	Poor	Fair	Good	Very Good	Excel
1. Telling you everything; being truthful, upfront and frank; not keeping things from you that you should know not applicable O	O	O	O	O	O
2. Greeting you warmly; calling you by the name you prefer; being friendly; never crabby or rude not applicable O	O	O	O	O	O
3. Treating you like you're on the same level; never "talking down" to you or treating you like a child not applicable O	O	O	O	O	O
4. Letting you tell your story; listening carefully; asking thoughtful questions; not interrupting you while you're talking not applicable O	O	O	O	O	O
5. Showing interest in you as a person; not acting bored or ignoring what you have to say not applicable O	O	O	O	O	O
6. Warning you during the physical exam about what he/she is going to do and why; telling you what he/she finds not applicable O	O	O	O	O	O
7. Discussing options with you; asking your opinion; offering choices and letting you help decide what to do; asking what you think before telling you what to do not applicable O	O	O	O	O	O
8. Encouraging you to ask question; answering them clearly; never avoiding your questions or lecturing you not applicable O	O	O	O	O	O
9. Explaining what you need to know about your problems, how and why they occurred, and what to expect next not applicable O	O	O	O	O	O
10. Using words you can understand when explaining your problems and treatment; explaining any technical medical terms in plain language not applicable O	O	O	O	O	O
11. Would you like to have this doctor again?	Yes	O		No	O