IMPORTANT!

Molina Provider Tips:



Effective Communication

Patient outcomes depend on successful communication. Physicians who encourage open communication may obtain more complete information, enhance the prospect of a more accurate diagnosis, and facilitate appropriate counseling, thus potentially reducing hospitalizations and emergency room visits and improving adherence to treatment plans that benefits long-term health.

How To Improve Communication With Your Patients

- Schedule adequate time for each visit. Avoid rushing the patient and thoroughly address concerns.
- Provide written materials, illustrations and/or examples to help patients understand.
- Explain health care concepts clearly. Avoid medical jargon. Be prepared to accommodate and overcome language /literacy limitations.
- Maintain eye contact with the patient.
- Repeat the patient's concern and then address the topic. Ask clarifying questions.
- Be kind, thoughtful and thorough. Apply empathy and interest in response to concerns.
- Speak directly to older children when discussing matters related to their health.
- Follow up with results after test/procedures.
- Involve the patient in decision making.
- Obtain buy-in regarding necessary lifestyle changes. Explain "what's in it for me?".
- Be aware of cultural values and concerns that may influence adherence to the treatment plan.

Working With Challenging Patients

| Patient Type | Description | Approach |
|------------------|--|---|
| Demanding | Often aggressive, intimidating, uncooperative with | Avoid communicating judgment. Empathetically ensure the |
| | steps for assessment/treatment | patient that you will provide the best medical care possible. |
| Manipulative | Attention seeking. Uncooperative with treatment | Listen attentively while sharing frustration over poor |
| | recommendations. | outcomes. Reformulate the treatment plan with the patient |
| | | after having set limitations over expectations. |
| Self-destructive | Often have underlying depression or anxiety and | Set realistic expectations. Delve into reason(s) for |
| | feel helpless/hopeless about their ailment. | noncompliance with treatment. Offer to arrange |
| | | psychological support. |

Breaking Bad News

- 1. Use simple non-technical words, giving information in small portions, periodically assessing the impact on the patient.
- 2. Address the patient's emotions. Use empathic statements and validate the patient's response.
- 3. Formulate and discuss the treatment plan with the patient. Having a definite plan can ease anxiety.

If you have questions, please contact Molina Healthcare of Florida at: 855-322-4076

Thank you for your continued care to our members!

Molina Healthcare of Florida

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