

Keys to great health care communication

Tips for better communication with our members from their perspective:

- Ensure all questions and concerns are addressed.
- Actively listen to the patient without multitasking or rushing through the appointment.
- Speak in plain language so the patient understands what is being communicated.
- Explain how to take medications and the reasons for taking the medication, as well as side effects the patient may experience.
- Respect the patient by showing courtesy and empathy.
- Include the patient in the decision-making process.
- Provide written documentation to help the patient understand his or her health condition.
- Coordinate care with other providers in a timely manner.
- Compliment what the patient is doing well instead of only correcting flaws.
- Minimize wait times and explain the reason for delays.
- Encourage the patient to ask you questions.
- Smile — It goes a long way!

There is always a chance a patient may leave your office thinking he or she did not receive the services expected; however, patients should always be listened to and clearly understand their course of treatment.

Thank you for being an Amerigroup Washington, Inc. provider and listening to the concerns of our members as you provide quality care.

For access to the latest provider manual, visit the provider website at <https://providers.amerigroup.com/WA>.