

COMMUNITY FIRST

HEALTH PLANS



7 TIPS TO HELP BUILD MEANINGFUL PATIENT CONNECTIONS

For additional resources and provider education, log in to the Community First Provider Portal at CommunityFirstHealthPlans.com/ProviderPortal.

01

SHOW RESPECT

Appreciate the patient as a whole person, including their beliefs, values, personal experience, and perspective.

02

PREPARE WITH INTENTION

Familiarize yourself with the patient you are about to meet. Create a ritual to center yourself and focus before each visit.

03

LISTEN FULLY AND WITH INTENTION

Sit down, lean forward and position yourself to actively listen. Try not to interrupt; your patient is your most valuable source of information.

04

AGREE ON WHAT MATTERS MOST

Find out what your patient cares about and incorporate their priorities into the visit agenda.

05

CONNECT WITH THE PATIENT'S STORY

Tune in to your patient's emotions. Acknowledge and validate them to become a trusted partner.

06

EXPLORE EMOTIONAL CUES

Recognize, name, and validate your patient's emotions to become a trusted partner.

07

SELF-AWARENESS

Recognize and appreciate your own values, boundaries, and emotions as they arise in the patient-physician relationship.

References:

Zulman DM, Haverfield MC, Shaw JG et al. Practices to Foster Physician Presence and Connection With Patients in the Clinical Encounter. JAMA. 2020;323(1):70-81. doi:10.1001/jama.2019.19003

Fueher S, Weil A, Osterberg LG et al. Building Authentic Connection in the Patient-Physician Relationship. J Prim Care Community Health. 2024 Jan-Dec; 15: 21501319231225996. doi: 10.1177/21501319231225996.